

# The Conservation Volunteers

Executive Support Officer  
Recruitment Pack

Connecting People and Green Spaces





# The Conservation Volunteers

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To find out more about TCV...  
Visit [www.tcv.org.uk](http://www.tcv.org.uk)  
Or follow us on [Twitter](#) and [Facebook](#)



# We are The Conservation Volunteers

We believe that green spaces are an essential part of healthy, happy communities

## Our vision:

Healthier, happier communities for everyone

The opportunity to connect to nature on your doorstep and contribute to its protection should be available to everyone

## Our mission:

To connect people and green spaces to deliver lasting outcomes for both

## Outcomes

## Who we are

### Environment

Green spaces are created, protected and improved, for nature and for people

### Health & wellbeing

People improve their physical and mental health and wellbeing, by being outdoors, active and connected with others

### Communities

Communities are stronger, working together to improve the places where people live and tackle the issues that matter to them

### Learning & skills

People improve their confidence, skills and prospects, through learning inspired by the outdoors

# The Conservation Volunteers

The local charity with a national reach.

Here at TCV we have 4 outcomes which are the basis of all the work we do. These are:

- **Health & Wellbeing**
- **Community**
- **Learning & Skills**
- **Environment**

We connect people and green spaces, not only to care for our natural environment, but to provide people with a sense of community, with vital skills and training, and the ability to look after their physical and mental health.



# Goals

We have set three overarching goals to drive our decision-making to 2025.

For  
people  
*and* green  
spaces

## Goal 1:

We will deliver, demonstrate and promote projects that deliver multiple outcomes for people and green spaces.

We believe our activities have the greatest impact when they solve multiple problems and this has always been central to our approach. We will do more to ensure that all our activities maximise the possible outcomes for people and green spaces.

A thriving  
network

## Goal 2:

We will do more to support and empower others to connect people and green spaces and deliver lasting outcomes for both.

We will increasingly use our national reach and extensive expertise to support local activity and work with partners to expand the role of community volunteering in green spaces.

For  
everyone

## Goal 3:

We will support more diverse audiences to connect with green spaces.

Everyone deserves to have nature in their lives. We will create safe, welcoming spaces for people who face barriers to accessing green space, especially those who could benefit most, and make our activities relevant and accessible for communities in which we work.





# TCV Values

At The Conservation Volunteers, we:



## Make stuff better

Constantly asking ourselves if we can improve on what we do and how we do it. Having a continuous learning practice at the heart of everything we do. Being curious about what others are doing outside our charity and learning from partners, volunteers and each other. Expanding our horizons to make things better.

## Make a positive environmental impact

Our commitment to ensuring that everything we do contributes to building a sustainable planet. Making sure that our relationship with the natural world is at the heart of what we do and how we manage ourselves as a charity. Seeking opportunities to share our knowledge, skills and expertise with corporate partners, education, communities and individuals to maximise our impact and legacy.

## Crack on and muck in

Coming to work with a mindset as a team, getting the job done, and achieving what we set out to do. Being clear on our collective purpose and shared goals; overcoming obstacles constructively and sustainably to achieve our aims without causing harm or difficulty for others.



## Be the best we can be

We are committed to role modelling the best of ourselves in all that we do and how we do it. Ensuring that how we work with others is as important as what we do.

## Make a difference

We have a deep desire to ensure that everything we do in how we connect with individual volunteers, with communities, with partners, and with our environment, leaves a positive and lasting ripple effect.

‘Our values are the guiding principles that drive our mission and shape our everyday actions.

These values are not just words; they are the foundation of our identity and the driving force behind every project and initiative at The Conservation Volunteers. They reflect our dedication to excellence, teamwork, impactful change, personal and professional integrity, and our unwavering commitment to the environment’.

# Role Outline and Purpose

The Executive Support Officer plays a critical role in proactively supporting and co-ordinating the running of TCV and helping us to be successful for our beneficiaries. Acting as the right-hand person to the Chief Executive and Leadership Team as well as providing executive assistance to the Chair and Board of Trustees, they will wear many different hats. Working behind the scenes coordinating and connecting people internally and externally and operating with the utmost discretion, confidentiality and professionalism.

The role holder will operate with a high degree of flexibility and will independently lead and organise the day-to-day admin and operational delivery of executive support. This includes a wide range of responsibilities from drafting reports, agendas, Board/Committee/Leadership team papers and minutes, creating presentations and communications, through to effective management of diaries and time of the Chief Executive and other members of the Leadership Team. The role holder will work across the organisation to communicate key messages and coordinate the delivery of actions, special projects and events in partnership with other key stakeholders, and ensure the successful implementation of [TCV's Strategic Plan](#).

**Directorate:** Central Services

**Reporting to:** Nicola Woodward, Director of Central Services

**Salary:** £33,761.37

**Fixed term / Permanent:** Permanent

**Full time / part time:** Full time

**Hours per week:** 35, flexibly – Monday to Friday

**Location:** Hybrid working with regular travel to Doncaster and some UK travel required

A basic DBS check is required for this role.



# Role Description

## These are the key duties of the role:

- Running the Chief Executive's (virtual) office – managing work diaries and arrangements for the CEO and other Executives, resolving scheduling challenges, prioritising and coordinating appointments and travel and generally ensuring that their time is managed well.
- Act as the eyes and ears of the team, flagging issues and making recommendations and presenting solutions.
- Create and maintain information, meeting and communication management systems that enable the Executive Team to operate efficiently. Use technology to help streamline processes and continuously question and promote new ways of working.
- Planning meetings and keeping everything on track – making sure the right information, arrangements and plans are in place in advance.
- Taking ownership of Executive meeting agendas – thinking ahead and joining dots to make sure the right things are covered, and time is spent in the right areas.
- Representing the CEO internally and externally as a true TCV ambassador – drafting comms, fielding enquiries, liaising with external stakeholders, greeting visitors and flagging important and urgent actions.
- Preparing a range of written communications – presentations, reports, succinct summaries of complex information, emails and briefings.
- Managing travel arrangements, attendance at external events, expenses and general admin as needed, considering time and budget.
- Meeting visitors, supporting key internal and external meetings and stakeholders as well as senior role recruitment and onboarding.
- Organising events and working with colleagues across the business to support the planning and management of colleague briefings, conferences, visits etc.
- Carry out ad-hoc research, assist and take a lead on special projects and assignments on behalf of the Chief Executive, Leadership Team and Trustees.
- Taking and producing accurate minutes and records of meetings for the Leadership Team, Board, Sub Committees and other meetings.
- Following up on actions and deliverables.
- Effective and timely meeting preparation, agenda compilation, papers collation for the Leadership Team, Board, Sub Committee and other meetings.
- Coordinating and distributing accurate and high-quality pre-meeting agenda, papers and Board and Committee packs.
- Supporting the Company Secretary and Chair of Board of Trustees/Committee Chairs with charity governance related matters.
- Point of contact for Trustees, the President and Vice-Presidents, and Committee Members.



# Person Specification

The successful candidate will have demonstrable experience or qualifications in the following:

***Please demonstrate how you meet these criteria in your application.***

An advanced communicator – that includes interpersonal and influencing skills as well as strong stakeholder management experience, with the ability to quickly build rapport and develop strong working relationships.

Excellent written communication skills and a flair for crafting engaging presentations, reports and briefings.

Advanced administration and coordination and organisation skills are a must-have. A problem solver who thrives on 'bringing order to chaos' with tenacity and attention to detail.

Good IT skills are central to the role holder operates. Strong on MS office and willing to learn about new technology to improve and automate how we work.

Ability to work independently, multi-task and adapt quickly to emerging situations will set you apart from the rest. And your initiative to identify things that add value and pre-empt what's needed will shine though.

Experience of operating with discretion, be experienced and valued for your ability to handle confidential and sensitive information with the utmost professionalism.

Experience of small projects management and events management – love a tick list and coordinating others to get things done!

A 'can do' and positive outlook with a genuine passion for delivering an excellent executive support services to enable TCV to achieve its objectives.

Ability to multi-task and pre-empt what is needed to help the senior team be their most efficient and seamlessly facilitating smooth communications and engagement within and across teams.

Experience of working directly for a Chief Executive and with senior stakeholders and trustees and therefore understands the varied nature and requirements of such a key role.

Understanding of operating in a similar role in the charity sector with an understanding of charity governance and dynamics.

# Behaviours and Competencies

- A focus on delivering TCV goals for our beneficiaries, volunteers, customers, and ourselves.
- Proudly working as One Team, treating each other as we would like to be treated.
- Role modelling TCV values.
- Role modelling TCV's EDI culture and behaviours.



# Core Skills and Knowledge Framework

At TCV, we're all about empowering employees through our dynamic Skills and Knowledge framework! This innovative system enables our employees to grasp and share the vital organisational skills needed to achieve our strategic goals. Below, you'll find an overview of the framework we use to recruit, reward, and deliver learning solutions. This ensures every member of TCV is continuously growing in knowledge and skills, enhancing their value and driving our organisation forward!

Delighting Customers and Volunteers	Building Effective Relationships	Leading People and Building Talent and Capability
Valuing Diversity and Integrity	Understanding TCV's Products and Markets	Managing Change and Innovation
Communicating Effectively	Understanding TCV and the Strategy	Effective Decision Making
	Delivering Results	



# Safeguarding Adults and Children

Safeguarding Children and Adults at Risk is a core requirement for all services delivered by TCV.

A significant number of the volunteers, beneficiaries and visitors who attend TCV projects and sites are Children and/or Adults at Risk.

Therefore, as Executive Support Officer at TCV, you will be required to –

- Always act in accordance with your responsibility to safeguard the health and wellbeing of children and vulnerable adults.
- Read and adhere to the organisational Safeguarding policies and procedures and participate in related mandatory training.

# Our Commitment to Equality, Diversity and Inclusion

We are dedicated to fostering a culture of equality, diversity, and inclusion within our organisation. Our commitment means actively reflecting on and addressing issues related to these principles in every aspect of our operations. We strive to identify disparities and take concrete, effective actions to reduce inequality. This includes creating policies that promote diversity, offering training programs to enhance awareness and understanding, and establishing support systems to ensure an inclusive environment for all employees. By prioritising these values, we aim to build a workplace where everyone feels respected, valued, and empowered to contribute their best. We welcome applications from anyone regardless of age, disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

As a Disability Confident Employer, we guarantee first-stage interviews to disabled applicants meeting the minimum job criteria. Our commitment extends beyond compliance to fostering a supportive, inclusive environment where diverse talents thrive. We actively encourage disabled candidates to apply and provide necessary adjustments during recruitment. Through tailored support and ongoing development, we ensure every team member can contribute effectively. Join us in building a workplace where diversity is celebrated, empowering both our team and our ability to serve with empathy and understanding.

During the application process, we promise to:

- Cover your travel expenses to and from the office for in-person interviews (up to a maximum of £15.00).
- Accommodate any reasonable adjustments you may require, such as arranging sign language interpreters in advance.
- Ensure this document is easily downloadable in Word format.

If you wish to seek further information, please email the People Team at [recruitment@tcv.org.uk](mailto:recruitment@tcv.org.uk)

# Benefits of working for TCV

## Holiday Entitlement

We want all our employees to have a healthy work life balance and positively promote the requirement for adequate rest breaks. We offer 182 hours holiday, (including Christmas Eve) plus all recognised bank/public holidays. On top of this we give an additional day's holiday per full year of service, up to a maximum of 217 hours. Part-time employees' entitlements are calculated on a pro-rata basis, dependant on hours worked.

Public holidays are not allocated to any specific faiths/religious events, therefore can be used flexibly across the year. Holidays for part-time employees and those working compressed hours will be expressed in hours but will be based on the full-time equivalent as above.

## Voluntary Pension Scheme

We know how important it is to prepare for the future and want to play a part in enabling a financially secure retirement with our flexible tax-efficient pension plan. If you contribute a minimum of 3.5% of your salary, we will contribute the equivalent of 5% of your salary into your pension fund. Our plan also has flexible retiring options and if you leave TCV, you can take your plan with you.



# Benefits of working for TCV

## Living Wage Foundation Employer

We are proud to be a Living Wage Employer and are one of only a small number of UK charities that hold this accreditation. This means we have a commitment to pay the 'real' living wage as set by the Living Wage Foundation. This is reviewed annually.

## London Weighting Allowance

It is widely acknowledged that living in London is more expensive than other parts of the UK, therefore if you work in one of the London Boroughs, we will pay £3,882 (pro rata for part time workers) in addition to your base salary.

## Flexible / Hybrid Working

We understand our workplace offer means different things to different people, that's why we are happy to talk flexible working. We support employees to work in innovative ways with both formal and informal approaches to flexible working arrangements. We can't promise we can offer you what you want, but we will always do our best.

## Your Learning

Learning is paramount to TCV as it forms the cornerstone of growth and progress within our organisation. As well as our development days we use shadowing, mentoring networks, online resources, e-learning, robust inductions, action learning sets, and practical training to develop, upskill and empower employees to adapt, collaborate, and innovate, ensuring TCV remains agile and competitive in a rapidly evolving market.

# Benefits of working for TCV

## Development Leave

Paid leave (up to a maximum of 5 working days in any holiday year) available to employees who are working on an approved TCV conservation task or development opportunity.

## Health & Wellbeing

At TCV, we offer a wide variety of ways to support your health and wellbeing, from internal training courses to access to external services, all supported by our leaders and colleagues across the organisation.

We are also a Mindful Employer and a Disability Confident Committed Employer.

## Health Assured – Employee Assistance Programme

We want our people to be physically and emotionally supported. Our Health Assured programme is a free and confidential telephone helpline available 24 hours a day, 7 days a week for all employees and their families on any issues they feel they need support, either in their work or personal lives.

## Life Assurance

This scheme provides your loved ones with financial security should something happen to you. All employees will be given the assurance of two times their annual salary.

# Benefits of working for TCV

## Unum – Help@Hand

A free-to-access service, supporting employees and their families with remote GP access, mental health, physiotherapy, medical second opinions, life, money and wellbeing support as well as a wellbeing calendar.

## Employee Recognition

We like to recognise Long Service milestones which are awarded with vouchers from 5 - 50 years (in increments of 5), as well as personal recognition from our CEO. Our employee of the Quarter awards and nominations are voted for by all colleagues.

## Cycle to Work Scheme

You can purchase a bike and accessories up to the value of £1,000 using the salary sacrifice scheme. Repayments are taken from your gross salary meaning that you pay less Income Tax and NI contributions.

## Sick Pay

We have our own discretionary sick pay scheme, including full pay for a period subject to certain conditions.



# Benefits of working for TCV

## Employee Networks

At TCV we are proud to support a range of active employee networks, such as our Great Place to Work group and our EDI Champions group. Open to all TCV employees, they promote and support what matters to our colleagues.

## Family Friendly Workplace

We know how important family is and understand that there may be times where you will need to be away from work (in addition to annual leave). This is why we offer our employees a variety of leave options including maternity, paternity, adoption, shared paternal, career breaks, bereavement leave, carers leave and others.

## Childcare – Did You Know?

You can get up to £500 every 3 months (£2,000/year) for each of your children to help with the costs of childcare. If you get Tax-Free Childcare, the government will pay £2 for every £8 you pay your childcare provider.

# “I love working at TCV because \*...”

*\* Actual employee quotes from our 2023/2024 People Survey*

We do amazing work that has meaning, purpose and value and makes a difference in the world.

We are just one of the best organisations around. There is a real desire in from everyone to do the best we can to help others. I'm not just moving numbers around in boxes or making profits, I'm making a difference every day.

The team I work with are fantastic, supportive and I enjoy working with them. A really supportive manager always available to listen and support even when they are busy. The flexibility in my current role is essential to my everyday life of school and nurse timing and pick up/drop offs. It's also great working for an organisation you really believe in what they do.

The people who work for TCV are all passionate and like-minded. They drive me on to be the best I can be in my role. As well as working with people, I am a people person and what we deliver for our volunteers always puts a smile on my face when they are enjoying themselves.

There is a culture between peers to help and support each other across projects and to help where we can which is amazing.

86% of employees agree or strongly agree with the statement  
“Overall, my employee experience at TCV meets my expectations”

# “I love working at TCV because \*...”

*\* Actual employee quotes from our 2023/2024 People Survey*

TCV is providing me with the appropriate opportunities to progress in a career in wildlife conservation through practical and leadership skills.

I can be myself and get to support others to do so too while enhancing nature in my local area.

The philosophy of the organisation & the opportunities that these present for our environmental needs going forwards is very positive and I hope to play a big part in its expansion.

Love the volunteers and staff. Get fit. My job is involving, stimulating, interesting and gives me a sense of purpose. Great opportunities to further my job-related skills. I improve myself as a person working here.

I am supported by leaders and colleagues, and I am offered good opportunities in my role. I can see the positive impact that my work is having on the environment. I learn daily and enjoy coming to work.

I feel valued and challenged whilst contributing to the cause I am passionate about.

# How to Apply

Please complete the TCV application form and –  
Return to **Michelle Crozier, People Services Manager**  
via [m.crozier@tcv.org.uk](mailto:m.crozier@tcv.org.uk)

Closing date: 13 January 2025

Closing time: 9am

Send your completed Equality and Diversity form to  
[hr@tcv.org.uk](mailto:hr@tcv.org.uk)

If you would like an informal conversation before you  
apply, please contact **Michelle Crozier** on the above  
email address.





# **We bring people together to create, improve, and care for green spaces.**

**Our teams of dedicated, passionate employees and volunteers work with communities across England, Northern Ireland, and Scotland.**

**Through our community network, we support local community groups across the UK.**

