

The Conservation Volunteers

Business Support Manager Recruitment Pack

Connecting People and Green Spaces



The Conservation Volunteers

In this pack:

- We are The Conservation Volunteers – our Vision, Mission and Outcomes
- Our Goals
- TCV Values
- Role Outline and Purpose
- Role Description
- Person Specification
- Safeguarding Adults and Children
- Our Commitment to Equality, Diversity and Inclusion
- Benefits of working for TCV
- *“I love working at TCV because ...”*
- How To Apply

To find out more about TCV...
Visit www.tcv.org.uk
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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

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. Each value reflects our commitment to excellence, teamwork, and environmental stewardship.

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 Business Support Manager is an exciting new role at TCV and will play a key role in supporting the development of TCV's Strategic Plan. The role will lead a newly formed team who will act as the bridge between TCV's Operations and Central Services, providing the opportunity to make a significant impact on how these TCV wide functions most effectively work together to achieve overall organisational goals.

This role will lead the Business Support function, working closely with the Operations Director team to ensure the smooth running of this UK wide operations function. You will oversee the provision and ongoing development of support services to enable TCV Operations teams throughout the organisation to focus on the core elements of operational delivery and development. The role will be responsible for looking for ongoing improvements in efficiencies and effectiveness, supporting innovation whilst balancing national consistency and adapting to local needs.

Directorate: Operations

Reporting to: Director of UK Operations

Direct reports: TBC

Salary: £37,790.08 per annum (with London Weighting allowance of £3,882 if the candidate lives in one of the London Boroughs)

Hours: Full time (35 hours per week)

Based: Flexibility around location – role can be homebased or office based with some national/UK-wide travel. Head Office is Doncaster.



Role Description

- The postholder will have oversight of a range of external contact working relationships, enabling economies of scale, including suppliers and representing the Operations function at external meetings as appropriate, ensuring all local needs are met.
- Key areas of focus are anticipated to include the provision of support in relation to property and fleet management, contract and supplier management, internal resource management and some elements of financial and training administration and compliance, in each case drawing upon organisational specialist expertise as appropriate.
- The role will develop and deliver a range of processes, working across Operations and Central Service functions to support with the implementation of new approaches and streamlining processes relating to business functionality.
- The holder has the opportunity to add real value in improving ways in which TCV Operations and Central Services work together, co-developing new ways of working that benefit core operations delivery.
- The holder will develop and implement operational plans for Business Support in partnership with all TCV Directorates, ensuring that priorities are aligned to overall TCV business objectives.
- The holder will oversee the collection and provision of a range of management information regarding activities linked to and enabling operational performance, sharing this in support of senior level decision making, particularly for process improvements.
- Play an active role across the wider operations management team to support the smooth running of TCVs activities to contribute to organisational strategy.

Role Description

- To manage the Business Support team, providing them with the leadership, guidance and support needed to enable them to respond to a broad range of service needs and acting as the escalation point for key operational and technical matters.
- To develop and review departmental policies and processes to help support high quality delivery across the organisation.
- The role will influence system improvements, working with Operations to maximise efficiencies and streamline working between Operations and Central Services teams.
- To ensure best practice toolkits and resources are kept up to date and shared across the department to improve effectiveness and enable consistent high-quality delivery.
- The role regularly interacts with a broad range of internal stakeholders across the operational delivery and Central Services functions, providing a link between these. Relationship management and collaborative working across the whole organisation are key to this role.
- The role involves presenting key information clearly, advising and influencing on a diverse range of technical processes, policies and systems and championing the implementation of new working arrangements.
- To lead on regular meetings with all functions across TCV to retain oversight of requirements and represent Operations at Transformation and business as usual project management meetings and other meetings requiring an Operations contribution.

Person Specification

Technical skills and minimum experience - *please demonstrate how you meet these criteria in your application.*

	Essential	Desirable
Education / Qualifications		
Management/business qualification or equivalent relevant experience.	X	
Project management qualification or experience.		X
Process mapping / improvement certification or equivalent experience.		X
Experience		
Previous experience in a senior level business support role broadly similar in nature, including managing a diverse range of business administration / support activities.	X	
Oversight of multiple functions and experience of GDPR, risk and compliance processes /improvement focused activity.	X	
Working across an organisation to identify administrative/process/system improvements and to implement these in conjunction with corporate services and/or delivery teams.	X	
Prior experience in a specifically relevant not-for-profit organisation/grant funded structure.		X
Establishing and running working groups, particularly with a view to prioritising process improvements.	X	
Overseeing progress reporting against plans.	X	
Knowledge and Skills		
Knowledge of a range of different Central Services and delivery/operations functions, with the ability to understand a diverse range of requirements from both perspectives.	X	
Strong relationship management and stakeholder engagement skills, including advising, influencing and negotiating.	X	
Team management, with the ability to coach and provide guidance to a newly established team taking on new sets of ongoing responsibilities and ensuring a team culture of high-quality administrative customer support and ongoing improvement.	X	
Strong IT skills, including the ability to use and effectively adapt a broad range of systems to best meet specific stakeholder needs and support collaborative working practices.	X	
Ability to establish a new service-providing function and to work across the organisation to determine and plan priorities.	X	
Ability to work across virtual teams across the breadth of the organisation.	X	
Ability to collate and analyse data, to identify trends and risks and use information to make recommendations to inform senior level decision making.	X	
Ability to manage multiple activities with wide-ranging impact across an organisation.	X	
Proven ability to be constructive and resilient when handling challenging matters.	X	

Person Specification

Technical skills and minimum experience - *please demonstrate how you meet these criteria in your application.*

	Essential	Desirable
Personal Characteristics		
A highly effective communicator - including advising and influencing a diverse range of people and teams across an organisation and confidence to challenge the status quo.	X	
Committed to delivering an excellent, customer-focused service, including a continuous improvement approach.	X	
A highly organised approach, with commitment and drive to achieve successful outcomes with mutually beneficial outcomes for multiple stakeholders.	X	
Highly motivated, flexible and adaptable to changing circumstances.	X	
A solution-focused approach to problems faced.	X	
Other Requirements		
Adherence to TCV policies and procedures, including Health and Safety, GDPR and Safeguarding.	X	
Full UK Driving Licence.	X	
A flexible approach to working hours.		X

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 Business Support Manager 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

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 56 hours towards all recognised bank/public holidays in England/Wales (70 in Scotland and 77 in Northern Ireland). On top of this we give an additional day's holiday (7 hours) 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. Our holiday year runs from 1 April to 31 March.

Holidays for part-time employees and those working compressed hours 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

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, robust inductions, 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 1 week in any holiday year) available to employees who are working on an approved TCV conservation task or development opportunity. This is pro-rata for part-time employees.

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. These groups are open to all TCV employees and 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 parental, career breaks, bereavement 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 2024 People Engagement Survey*

of the people! I am fortunate to have supportive and caring colleagues who really care about the work they do and making a difference

I can help to improve people's quality of life, to introduce them to new concepts, new ideas and ways to interact with each other and the environment. This is a job entirely centred around 'giving back' to the communities that we work with.

I feel like my work is making a difference to local communities and the environment. I can see the difference it makes to volunteers and how much they enjoy it. I like the flexibility of the working hours and how I can make it work with my personal life. Colleagues are friendly and always willing to help if I need anything.

I have a job where I can make a positive change to peoples lives and improve the environment they live in. My work is varied and interesting. It is challenging and allows me to continue to develop personally. I work with a fantastic group of people who are always there to support me and offer advice.

Of the amazing difference that our people make to urban and green space as well as people and communities- and everyone in TCV plays a big part in this.

I enjoy working with volunteers and the projects I work on. I like the culture in my office and the colleagues I work with.

82% 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 2024 People Engagement Survey*

The work we do is vital, we change lives and make a positive impact everywhere we go. I am proud of what we do at TCV and of my colleagues. I believe in the work we do. No other organisation does what we do as effectively as we do.

We make such an enormous difference to people's lives. My colleagues are all here because they believe in what we do. Our work leaves the world a better place than we found it every single day. Blended teams of staff and volunteers achieve amazing things. We have a proximity to and connection with nature and the seasons running through everything we do.

I believe in our core vision that we work with people of all backgrounds and abilities that are underrepresented to access nature and give back to people and wildlife. The people who work for TCV are some of the nicest, kindest people I have had the pleasure to work with over the past 11 years.

Great work/life balance, friendly & personable staff and leaders, feel good about the work we do.

I like the camaraderie; all my colleagues are there for me when I need advice, help or support. I like the work we do as it fits in with my ethics. I like the freedom to design and control my projects as it gives me job satisfaction. I like the trust given to us all to get the job done and manage our own hours to achieve this, leaving early to complete work at home to accommodate caring needs etc. I like working with genuinely enthusiastic volunteers who WANT to be here. I like being able to support communities in their goals and help where we can. I like feeling I am doing something worthwhile.

I get to share nature with others and pass on my passion to them.

How to Apply

Please complete the TCV application form and return to **Rachel Slade**,
Director of UK Operations via rachel.slade@tcv.org.uk

Closing date: 23 June 2025

Closing time: 9.00am

For successful candidates, interviews will be held on 1 July 2025.

Send your completed Equality and Diversity form to hr@tcv.org.uk

If you would like an informal conversation before you apply, please
contact **Rachel** through the above email address.



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

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

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

