

# Operations Leader – Recruitment Pack



# The Conservation Volunteers

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To find out more about TCV ...

Visit [www.tcv.org.uk](http://www.tcv.org.uk)

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# Who we are



## 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

# 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.

# About the role



The Operations Leader role at TCV enables people and communities to improve their health, prospects, and outdoor places. This is achieved by leading a team and managing the portfolio of programmes, operations and resources of a TCV area to achieve optimum results in terms of quality, operational performance, financial performance and adherence with the contract and funder requirements. Managing TCV projects and delivering one or more services which contribute to local operational plans and towards the achievement of TCV's Strategic Plan.

- £34,587 per annum
- 35 hours per week
- Full time, permanent role
- Flexible / hybrid working available



# Role description



## These are the key duties of the role:

- Lead, engage and develop a team, driving performance and developing talent
- Oversee local budgets to ensure the financial stability of the area
- Plan, set and monitor operational plans and outputs to ensure the area contributes to TCV's strategic plan and outputs
- Secure and manage resources including vehicles and premises
- Deliver a compelling volunteer proposition that makes it easy to volunteer TCV in the local area
- Manage and contribute to the regional Business Development Pipeline.
- Identify, develop and progress bids for new business
- Represent TCV and raise the profile of TCV at a local level to maximise business opportunities

# Person specification



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

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

Experience of ...	Qualifications
Leading a team including recruitment, performance and talent management	Management/business qualification at NVQ Level 4 or above or equivalent (desirable)
Managing budgets and resources	Interest or experience in safeguarding would be an advantage
Managing and promoting volunteering	
Recognising and developing new business opportunities	
Delivering successful initiatives within a grant funded structure	

# Core Skills and Knowledge Framework



At TCV, we have a Skills and Knowledge framework which allows employees to understand and share the organisational skills that are required to achieve our strategy and goals. Listed below you can see a summary of the framework that we use to recruit and reward our staff and to deliver learning solutions to grow the knowledge and skills of people in TCV to increase their value to the organisation.

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 a Operations Leader 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 committed to increasing equality, diversity and inclusion within our organisation. This means reflecting critically on issues of equality, diversity and inclusion within all that we do, identifying and taking appropriate actions to reduce inequality.

We welcome applications from anyone regardless of age, disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

We are committed to inclusive working practices, and during the application process we commit to:

- Contributing to your travel costs to the office and back for interviews if they are held in person (up to a maximum of £15.00).
- Making any reasonable adjustments - for example, ensuring we have sign language interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.
- As a Disability Confident Employer, we commit to offering a first stage interview to disabled applicants who meet the minimum criteria for the role.

If there is anything else you're concerned about or think we could provide, please do let us know.

# Benefits of working for TCV



## Holiday Entitlement

Your holiday entitlement for 2022-2023 will be 38 days, including Christmas Eve and 12 days towards bank/public holidays of your choice.

The public holidays are flexible to be used across the holiday year and not allocated to any specific faiths/religious events. 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.

The basic entitlement increases by 1 day each year for the first 5 years of service. Part-time employees' entitlements are calculated on a pro-rata basis.

## Voluntary Pension Scheme

As a member of our voluntary pension scheme, if you contribute a minimum of 3.5% of your salary, TCV contribute the equivalent of 5% of your salary into your pension fund.

# Benefits of working for TCV



## Salary Exchange

The option to exchange part of your gross salary for some non-cash benefits, such as pension contributions, resulting in paying lower Tax and NI contributions.

## BUPA Health Cash Plan

You can join at a discounted corporate rate, allowing you and your family to claim back some healthcare costs, such as dental and optical.

## London Weighting Allowance

A competitive allowance payable in addition to base salary for employees who work in the London boroughs.

## Living Wage Foundation Employer

We are proud to be part of the Living Wage Foundation and pay at least the Real Living Wage to our employees.

## Life Assurance

In the event of your death whilst employed by TCV, your beneficiaries would receive a lump sum equivalent to two times your annual salary.

# Benefits of working for TCV



## **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 organization. We are also a Mindful Employer and a Disability Confident Committed Employer.

## **Health Assured – Employee Assistance Programme**

The EAP offers a confidential telephone helpline for employees and their families on any issues they feel they need support or free legal advice, either in their work or personal lives, as well as access to an online portal offering access to webinars and toolkits.

## **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.

# Benefits of working for TCV



## **Mind – Wellness Action Plans**

All of our employees are encouraged to complete a Wellness Action Plan (WAP) devised by Mind, the mental health charity.

## **Cycle to Work scheme**

A 'salary sacrifice' scheme where you agree to give up part of your salary in exchange for a bike and/or accessories. The contributions are taken from your gross salary, meaning that you pay less Income Tax and NI.

## **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.

## **Flexible / Hybrid Working**

We recognise the importance of work/life balance and employ a high percentage of part-time workers and operate varied work patterns.

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



*\* Actual employee quotes from our November 2021 People Survey*

We practice what we preach, it's about people AND conservation, and that's reflected in staff welfare as well as volunteers.

I'm surrounded by nature and likeminded people.

My colleagues are great and supportive. My job is enjoyable and feels like I'm doing something that helps people.

I feel I am doing a worthwhile job and work with a great group of people. My managers are supportive, and I work in a lovely place.

We do amazing stuff. We make a real difference every day. We help people, places, nature and the planet. We give people who perceive themselves as powerless the chance to make a difference. Our staff and volunteers are amazing.

80% of employees agree or strongly agree with the statement “Overall, my employee experience at TCV meets my expectations”

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



It's a job that gives back, seeing the difference we make to our volunteer's lives is its own reward.

People enjoy coming to work here, people believe in the work we do and are passionate about achieving more.

I feel like I am making a difference to people's lives and providing them with a sense of purpose and sense of community, whilst improving greenspaces for many.

It's full of likeminded people who genuinely care about the job they do and the positive impacts our work has in the community.

It's giving me a job opportunity as a trainee in an inclusive environment with good support. It's great to work with diverse range of people and gain better communication skills.

I love what we do as an organisation and think we have the most fantastic staff and leadership team.

# How to apply



## To apply

Please complete the TCV application form and return via email to [recruitment@tcv.org.uk](mailto:recruitment@tcv.org.uk) or by post to People Services, TCV, Gresley House, Ten Pound Walk, Doncaster, DN4 5HX

- Closing date: Sunday 09<sup>th</sup> October 2022
- Closing time: 11.59pm

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

If you would like an informal conversation before you apply, please contact **Dave Morton** at [dave.morton@tcv.org.uk](mailto:dave.morton@tcv.org.uk)

