



**Hampshire &  
Isle of Wight**  
Wildlife Trust

# Senior Business Transformation Manager

## Job Description - Outline

This is an exciting new role that will play a central part in transforming how the Trust operates. The Senior Business Transformation Manager will lead a vital strand of organisational development work – modernising our systems, processes, and facilities to ensure we operate effectively, sustainably, and in full compliance with our legal and governance responsibilities.

Working closely with the Director of Finance and Resources, the postholder will drive change across several key areas: Facilities, IT and Digital Transformation, Governance and Compliance, and Health & Safety. They will lead a small team and work collaboratively across the organisation to help our 150+ staff work more effectively and confidently.

The role will lead a team of skilled specialists to ensure that the Trust is supported by modern, efficient, and well-managed business services. You will play a crucial role in supporting the smooth and effective operation of the Trust's business management, Board of Trustees, and committees. Acting as Company Secretary on behalf of the Trustee Board, you will ensure the delivery of a first-class governance service and the smooth running of business and decision-making processes.

You will also manage and develop the Trust's business and facilities functions, creating a forward-looking, efficient operating model that supports our net zero and sustainability goals. You'll use your expertise to identify and implement improvements that help us grow and thrive as we work towards our mission of bringing wildlife back.

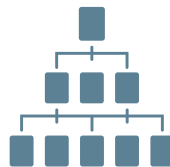
This role is perfect for a dynamic and adaptable leader who enjoys driving change in a fast-evolving organisation. You'll be a supportive and strategic people manager, invested in helping your team develop and succeed, while creating an environment where skilled professionals can do their best work and make a real impact. With a focus on planning, problem-solving, and championing best practices, you'll help align our business services and infrastructure with the Trust's evolving needs and long-term goals.



Salary: £45,000 – £47,000 gross per annum depending on skills and experience



Responsible for: Company Secretary, Facilities Manager, Governance Officer, Health & Safety Officer



Reporting to: Director of Finance and Resources



Term: Permanent



Hours: 35 hours per week



Base Location: Beechcroft House, Curdridge, Southampton, SO32 2DP

# Job Description - Key Responsibilities

## Leadership and Management - Business Transformation

- Drive organisation-wide improvements by designing smarter processes, leading key transformation projects, and supporting the Trust's goal to be carbon-positive by 2030.
- Champion better ways of working by encouraging continuous improvement, helping teams use technology well, and updating policies to keep the Trust compliant and forward-thinking.
- Strengthen organisational resilience by coordinating risk management, business continuity, and emergency planning with the CEO and Executive Team.

## Facilities and Support Services

- Oversee smooth, safe, and sustainable operations, by working with the Facilities Manager, offices, vehicles, equipment, and insurance so teams have what they need to work effectively.
- Support strong IT and cyber security by working with the Facilities Manager and external partners to keep systems reliable and secure.
- Lead smart, sustainable spending by managing procurement, contracts, and suppliers to ensure good value and lower the Trust's environmental impact.

## Digital Transformation

- Lead the Trust's digital modernisation by ensuring key systems are secure, user-friendly, and support flexible, collaborative working.
- Get the best from our core tools by working with the Data Insights Manager to develop Donorfy as the central CRM, as well as driving confident and effective use of Microsoft 365, SharePoint, and Teams.
- Make technology work for everyone by partnering with teams and providers to improve workflows and champion digital skills across the organisation.

## Health and Safety

- Lead strong, proactive health and safety practices by managing the H&S Officer, supporting the H&S Committee, and keeping policies, training, and reporting up to date.
- Promote a positive safety and wellbeing culture by working closely with the Executive Team and the Senior Director of Operations across the Trust's sites.
- Keep leadership informed and accountable by liaising with the Health & Safety Trustee and preparing clear H&S reports and KPIs for the Board.

## Governance and Company Secretarial Duties

- Lead strong governance across the Trust by acting as Company Secretary, supporting the Board and CEO, and ensuring accurate records, timely filings, and well-run meetings.
- Keep governance running smoothly, overseeing Board and Committee administration, managing key systems and documentation, and ensuring everything is organised, secure, and compliant, working with the Governance Officer.
- Promote best practice and continuous improvement by advising leaders on governance and regulation, supporting Trustee recruitment and development, and strengthening governance across the Trust and its subsidiaries.

# Person Specification

## About you:

You'll be a confident, forward-thinking leader with experience in delivering organisational or digital transformation in a complex, multi-site environment. You'll combine strategic thinking with a practical, hands-on approach and have a passion for making organisations work better for people and the planet.

## Essential skills, knowledge and experience:

- Business management or similar relevant higher-level qualification.
- Strong understanding of governance, compliance, and risk management frameworks.
- Proven track record of leading organisational, business process, or digital transformation projects.
- Experience managing a team and developing staff, including overseeing facilities, IT, and support services in a medium-sized organisation.
- Excellent project management and stakeholder engagement skills.
- Skills and experience in managing budgets, reporting on KPIs and preparing information suitable for Directors, CEO and the Board.
- Knowledge of health and safety management and legal compliance.
- Proven track record of budgetary and financial management.
- First class numeracy and literacy skills, IT literate with strong digital skills and proficiency in Microsoft 365 applications and data analysis and problem-solving skills to make informed decisions.
- Skilled facilitator, negotiator, and problem solver, with an ability to communicate clearly, build trust, and influence across all levels.
- A commitment to sustainability, inclusion, and the values of the Wildlife Trust movement, and right to work in the UK.

## Desirable skills, knowledge and experience:

- Experience in the charity or non-profit sector, including working with or managing volunteers.
- Company Secretarial or governance qualification.
- Understanding of carbon reduction and sustainability initiatives.
- Understanding of data protection, safeguarding and other regulatory requirements for non-profit organisations.
- Experience in change management.

## Personal Qualities:

- An inspiring and visible leader, supporting your team to succeed.
- Diplomatic, professional, approachable and collaborative with the ability to build strong relationships internally and externally, handling sensitive situations with tact and discretion.
- Customer-focused, with a professional and results-oriented approach, with the ability to learn new systems quickly, committed to ongoing personal and professional development.
- Effective under pressure, able to manage a busy workload, and highly self-motivated.
- Strong team player aligned with the Trust's values and an interest in nature and commitment to the Trust's mission.



# How to apply

## Applying:

Please visit [hiwwt.org.uk/jobs](https://hiwwt.org.uk/jobs), click on the vacancy you wish to apply for and then click 'apply'. In the 'supporting information' section you'll need to demonstrate, with detailed examples, how you meet the job requirements.

## Shortlisting:

We shortlist candidates against the job requirements and person specification.

## Interview process:

Our interview process normally consists of formal questions, a presentation or task, and a chance for an informal chat.

We sometimes invite people back for second interviews.

If you require any reasonable adjustments, please let us know.

