



Operations Manager – Scope of Role

Alderney Wildlife Trust (AWT) & AWT Enterprises (AWTE)

Purpose of the Role

The Operations Manager is the CEO's key operational partner and a core member of the management team. This person will enable the organisation to grow by developing a strong and resilient infrastructure and in doing so enable both our Campaign and the AWTE to deliver their goals.

Strategic Implementation & Operational Planning

Purpose: Translate the 5-year strategy and Business Plans into coordinated, realistic delivery.

You will:

- Work with the CEO and Campaign Leads to turn Business Plan priorities into operational plans, programmes and schedules.
- Develop and own the **Operations Calendar**, including:
 - Business Plan milestones
 - Fundraising, sponsorship and grant deadlines
 - staff training, certification and renewals
 - events and activities
- Embed the Operations Calendar into everyday practice by:
 - Holding regular reviews with the CEO and leads.
 - Using it to plan workloads, spot pinch points and manage operational risk.

Compliance, Governance & Reporting

Purpose: Keep AWT and AWTE safe, legal and well governed.

You will:

- Lead day-to-day compliance for AWT and AWTE.
- Maintain governance and regulatory systems, including required charity/company records and filings.
- Maintain an up-to-date **contracts register** (terms, obligations, renewals, risks) and remind relevant staff of key dates.
- Act as operational lead for **data protection** (with DPO guidance): implement the policy, arrange training, coordinate reviews and keep required records.

- Ensure appropriate **insurance** is in place, records are current and renewals/claims are managed.
- Maintain and update **risk registers** (AWT and AWTE) and provide accurate operational/compliance information for Board and funder reports.
- Oversee the **assets/equipment register** so assets are recorded, safe, maintained and available

Day-to-Day Operations

Purpose: Make sure daily operations run smoothly and support delivery of the Business Plan.

You will:

- Integrate the Operations Calendar into day-to-day work across teams and monitor delivery against plans and timelines, flagging issues and risks early.
- Support the Office Administrator in maintaining effective office systems (file management, calendars, procedures, internal communications) and ensure consistent use across AWT and AWTE.
- Work with the Office Administrator to ensure bookings, stock control, routine maintenance and records for the **shop, information centres, accommodation and equipment** are efficient and consistent.
- Support planning and delivery of **walks, talks, events and education activities**, ensuring they are scheduled in the Operations Calendar and have the logistics, equipment and risk assessments they need.
- Work with Campaign and Project Leads to ensure **volunteer effort** is aligned with strategic and Business Plan priorities.

People & HR Coordination

Purpose: Provide reliable HR coordination so people, processes and culture support delivery.

You will:

- Lead day-to-day HR processes within AWT policies, working alongside the CEO.
- Coordinate: adverts, recruitment logistics, interviews, checks, inductions and basic HR administration (with Office Administrator support).
- Maintain central **HR records** and provide information to support workforce planning.
- Liaise with the AWTE Lead Consultant so consultancy staff/associates are integrated into relevant systems (health & safety, data protection, facilities).
- Support the CEO in recruiting, inducting and retaining staff and key long-term volunteers, and help foster a positive, collaborative culture.

20.02.2026

Funding & Events Support

Purpose: Make sure the operational side of fundraising and funded work is well planned and delivered.

You will:

- Work with the CEO to create an **annual fundraising plan** focused on campaign priorities in the 2030 Strategy and Business Plan 2026.
- Maintain the **fundraising diary** within the Operations Calendar (grant/tender deadlines, reporting dates, campaigns, key sponsor contacts).
- Coordinate the operational delivery for:
 - grant and tender submissions (internal deadlines, information gathering, logistics)
 - fundraising events and sponsorship activities
 - digital giving campaigns
- Coordinate operational information, logistics and basic reporting for grants and partners to support core operations and project delivery.

How the Role May Evolve

As a new role, the balance of work will evolve as:

- Systems and the Operations Calendar become embedded.
- AWT's staffing, projects and income grow.
- The CEO and Board refine strategic priorities.

Over time, by mutual agreement, the Operations Manager may:

- Take on more responsibility for internal performance reporting and KPI tracking.
- Lead internal projects to improve systems and processes.
- Play a larger role in annual and quarterly planning (e.g. planning workshops, cross-team coordination).

This scope is therefore a **framework, not a rigid checklist**. It shows the breadth and direction of the role; finer detail will be agreed with the CEO as both the role and the organisation develop.

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