

Job Description - Business Support Officer - Environment (PB6a) - West FD

Job summary

As Business Support Officer - Environment, you will play a key role in enabling the effective operation of the West England Forest District Environment team. You will provide high-quality business and administrative support, coordinate activities across the Ecology and Nature Recovery teams, and help drive continuous improvement in systems, processes and communications.

The post holder will report to the Operations Manager - Environment.

Key responsibilities & accountabilities

- Proactively provide outstanding business and administrative support to our district Environment team.
- Coordinate meetings, workshops and events, including scheduling, preparation of papers, actions tracking and follow-up
- Lead on identifying opportunities to improve business processes, administrative systems and ways of working, working with colleagues to implement practical solutions that enhance efficiency and service delivery.
- Coordinate and communicate key business updates, ensuring information is shared effectively between senior managers and operational teams.
- Act as a trusted first point of contact for the Environment team, responding to enquiries and directing colleagues and stakeholders to appropriate information or support.
- Act as the Environment team's representative on the West FD Health and Safety Committee.
- Any other tasks, reasonably requested by your line manager.

Success in this role will be demonstrated through:

- Timely and accurate administrative support.
- Effective coordination of meetings and actions.
- Positive feedback from Environment team colleagues.
- Identification and implementation of process improvements.
- Effective communication across the team.

Skills, knowledge & experience

Essential professional and technical experience

- Competent IT user with experience in MS Office suite of applications.
- Experience of working in a dispersed, and often remote, team.
- Excellent interpersonal and communication skills and the ability to work as part of a team
- Strong organisational skills, good attention to detail with a problem-solving approach
- Experienced at working under pressure handling multiple tasks and prioritising own workload

Desirable professional and technical experience

- Working knowledge and experience of using core Forestry England systems
- Experience of supporting environmental, land management or public sector teams.
- Experience of process improvement or continuous improvement initiatives.

Qualifications

Essential

- A GCSE in Maths and English or functional skills equivalent.