

Information and Resources Officer

National Biodiversity Network Trust

Job Pack, March 2025



National Biodiversity Network Trust

Information and Resources Officer

Salary: £18,900 for 21 hours per week (£31,500 full-time equivalent).
Location: Fully remote, working from home, with some travel.
Contract: Permanent.
Hours: 21 hours per week (0.6FTE). Flexibility regarding working pattern.
Closing date: 9am, Friday 11 April
Interviews: Tuesday 22 April

Could you be the talented Information and Resources Officer we're looking to welcome into our small, friendly nature charity? Leading our information governance work, you'll play a part in protecting and restoring UK wildlife, while advancing your career in the fast-growing 'nature and climate' space.

The NBN Trust is a nature charity with a difference. Our mission is "making data work for nature". "*Data??? That's a bit niche!*", I hear you say. And you're right – but it's a vitally important niche. The UK is one of the most nature-depleted countries on Earth and, if we're to stand any hope of fixing it, we're going to need data. Lots of data. "What gets measured gets done", as the saying goes. We need to understand what we've lost and what remains. We need to set targets for nature's recovery. And we need to measure success as nature turns the corner and starts to make a comeback.

That's where the NBN Trust comes in. We support the entire UK conservation movement by providing public access to the wildlife data that's needed to make good decisions for nature. We're a conservation charity, tech charity and people charity rolled into one – a unique combination! Could this be your next career move?

The Information and Resources Officer plays a vital role in the Trust's important work to make data work for nature. Our health and impact as a charity depend on our ability to manage business information and resources efficiently and effectively. As we grow and diversify the charity – including through the activity of trading subsidiaries – we now need a dedicated Information and Resources Officer to deliver key operational activities across a wide-ranging remit.

Your key responsibilities will be:

1. Day-to-day delivery of the Trust's Information and Resources functions.
2. Supporting and advising all team members on Information and Resources matters.
3. Identifying and implementing changes that improve efficiency and transparency.
4. Contributing to the NBN Trust being a great place to work.

We're a 100% remote-working charity, so you'll need to be comfortable and effective working from home. The whole team meets up four times a year for in-person team meetings (in London and other locations around the UK).

We're an equal opportunities and Living Wage employer. We welcome all applicants, and we're striving to create an inclusive and diverse team. If you're interested in joining us, please read on – and get in touch if there's anything you'd like to ask.

About the NBN Trust

The NBN Trust was founded 25 years ago by a visionary group of people and organisations who recognised that poor access to wildlife data was severely hampering efforts to protect and restore nature. Wildlife data is collected by hundreds of organisations and tens of thousands of volunteers and professional ecologists across the UK – it's potentially a phenomenal resource. But all too often this data is locked away in lonely spreadsheets and databases, inaccessible to all but a handful of people. What was desperately needed was an organisation focused on breaking biodiversity data out of its silos and helping it live its best life, to be used over and over again to help nature. That's us!

What we do

We manage the UK's largest partnership for nature – the National Biodiversity Network – which brings together more than 200 organisations with an interest in collecting, sharing and using biodiversity data. They include household names like the Natural History Museum, the National Trust and the Royal Horticultural Society, as well as specialist bodies like the Bat Conservation Trust and the British Dragonfly Society.

Our data portal, the NBN Atlas, is the UK's biodiversity data repository. It's one of the largest publicly accessible wildlife databases in the world. A treasure trove of information about more than 50,000 species from seals to centipedes, it's relied upon by conservationists, researchers and educators across the UK and beyond.

Much of the data we share is created by the UK's remarkable community of volunteer wildlife recorders. We manage iNaturalistUK, one of the fastest growing wildlife identification and recording apps, used by more than 52,000 people.

You can read more about us here:

- [Our team](#)
- [Our 2022-2027 Strategy](#)
- [Our 2023-2024 Impact Report](#)
- [NBN Atlas](#)
- [iNaturalistUK](#)

Your career development

In this newly developed role, you'll be in fantastic position to enhance your information governance and compliance skills, while also learning about UK nature conservation and the vast range of organisations working together to tackle the biodiversity crisis.

Information and Resources Officer

The Information and Resources Officer will report to our new Head of Finance and Operations (this role is also currently in recruitment). Your responsibilities will include:

1. Day-to-day delivery of the Trust's Information and Resources functions.
 - a. Managing licences and maintaining oversight of the Trust's key information management tools and business software solutions (e.g. Microsoft Office 365, Customer Relationship Management database, Canva, BitDefender, LastPass).
 - b. Overseeing the electronic filing system on Sharepoint.
 - c. Co-ordinating the implementation of the Trust's CRM system and managing the CRM on an ongoing basis.
 - d. Co-ordinating activity related to data protection, privacy and cybersecurity, and accessing expertise via external specialists as needed.
 - e. Maintaining a log of the Trust's IT hardware and other physical resources and advising on new purchases.
 - f. Working with the Governance and Executive Support Officer to monitor the Trust's Support Inbox, responding to routine requests and directing non-routine enquiries to the relevant team member for resolution.
 - g. Managing the administration of our NBN Trust membership scheme, including membership sign-ups and renewals.
 - h. Supporting the development, monitoring and reporting of Trust-wide KPIs aligned with the Trust strategy.
 - i. Co-ordinating the Trust's approach to achieving Net Zero.
2. Supporting and advising all team members on information and resources.
 - a. Advising, supporting and assisting staff and volunteers (including trustees) with the installation and use of information management tools (including the electronic filing system) and business software, developing guidance as needed (e.g. for the new CRM), and monitoring usage.
 - b. Advising, supporting and assisting team members with data protection, privacy, and cybersecurity matters, ensuring that correct procedures are being followed.
3. Identifying and implementing changes that improve efficiency and transparency.
 - a. Identifying, seeking approval for, and implementing improvements to Information and Resources systems, processes and ways of working that improve efficiency and transparency.
 - b. Maintaining oversight of all Trust policies relevant to the Information and Resources remit and keeping abreast of changes in legislation and best practice that may require policies to be revised.
4. Contributing to the NBN Trust being a great place to work.
 - a. Playing an active role in the NBN Trust team, including participation in team meetings, training events, cross-team task groups and the annual NBN Conference.
 - b. Embracing the Trust's values and helping build a strong and mutually supportive team.
 - c. Openly sharing ideas, experiences, successes and failures to help our team learn and grow.

What we're looking for

Above all else, we're looking for someone who loves managing information, enjoys helping people, and shares our values. The table below suggests the kinds of experience and skills we're looking for, but we don't expect candidates to meet all the criteria. This is an exciting role and there's huge potential for innovation and learning. We'll support your 'on-the-job' learning and invest in external training to build your skills further.

Category	General experience	Specialist experience
Qualifications	Qualification not essential but you may have a degree or qualification in Business Administration, Information Management, Data Protection, IT or other relevant subject.	Equivalent experience outside of higher education
Administration and organisation	Experience in office or team administration. Effective at prioritising and managing a diverse workload.	Experience co-ordinating information and resources across a team or organisation.
IT management and support	Proficient in Office 365 and other relevant business systems e.g. CRM database, productivity tools, security software (anti-viral, authentication software etc).	Experience supporting and training colleagues in the installation and use of business software. Experience managing a CRM database.
Data protection and cybersecurity	Basic knowledge of data protection and privacy legislation. Basic understanding of cybersecurity risk and mitigation.	Experience co-ordinating data protection and/or cybersecurity activity and supporting colleagues with implementation.
Sustainability	Basic understanding of sustainability and Net Zero.	Experience co-ordinating initiatives to support a transition to Net Zero, especially relating to carbon derived from digital activity and cloud storage.
Communication	Excellent written and spoken communication skills. Attention to detail.	Experience explaining technical information to non-specialists.
Problem solving and customer service	Enjoys solving problems and helping others. Positive and adaptable.	Experience identifying and implementing improvements to policies, processes and/or ways of working.
Team working	Ability to work effectively within a team and alone, knowing when to ask for support.	Experience within a fully remote team, able to maintain motivation and productivity when home-working.

Working arrangements and flexibility

This position will be home-based, with travel once a quarter for in-person team meetings. The post is part-time, and we can be flexible with regard to the days/hours you wish to work. Applicants must reside in the UK and be eligible to work in the UK

Salary and pension

The salary for this position is £18,900 for 21 hours per week. The NBN Trust automatically signs staff up to a pension plan through the People's Pension. The Trust will contribute double the employee's pension contribution up to a maximum Trust contribution of 7% of the gross annual employee salary.

Holidays

The annual leave year runs from 1 April to 31 March. All staff are entitled to 28 days per annum (pro rata for part-time staff). In addition to this, staff are entitled to all UK bank holidays and 3 days (pro rata) which can be taken between the Christmas and New Year period.

Hours

21 hours per week. The Trust operates a flexitime system.

Living our values

We're passionate about the Trust being a great place to work. We believe that we're all at our most productive and creative when we're happy, motivated and growing in our roles. As a team, we're continually listening, learning and reviewing what we can do to support this.

Our values, created by the team, are:

- We have **Integrity** – We are open and honest in our work and acknowledge our mistakes in order to learn and grow.
- We are **Trusting** – We are reliable and believe in each other.
- We are **Collaborative** – We work in a flexible, supportive and approachable manner and work as a unified team.
- We are **Resilient** – We show commitment and challenge ourselves, and we act in a sustainable and ethical manner.
- We are **Respectful** – We are positive, kind, and fair in our actions.
- We are **Customer focused** – We use our individual and group expertise to ensure a quality service for our customers, stakeholders and beneficiaries.

We want to make a career in nature conservation accessible to everyone. We welcome all applicants, and we're striving to create an inclusive team.

We're proud to have signed Wildlife and Countryside Link's [Diversity and Anti-Racism Statement](#) and to be working with partners from across the environmental sector to advance equality, diversity and inclusion, including through the [Route Map towards Greater Ethnic Diversity](#).

We're really into health and wellbeing, and we're conscious that it's harder to look out for each other when working remotely. Currently one-third of our team members are trained in Mental Health First Aid, and we subscribe to a 24/7 Employee Assistance Programme, so there's always someone for you to talk to if you're needing support.

To apply

Please send your CV along with a cover letter (no more than 2 sides of A4) to hr@nbn.org.uk Your covering letter should include the following:

- Why does this role interest you?
- What key aspects of your experience equip you for this role?

The closing date for applications is **9am on Friday 11 April** and interviews are expected to take place on **Tuesday 22 April**. Successful candidates will be contacted by **5pm on Wednesday 16 April** to confirm the details of their interview and any associated tasks. Interviews will take place virtually, via Microsoft Teams, and interview questions will be shared with candidates in advance.

If you would like to speak to someone about the role before you apply, please email hr@nbn.org.uk to request a call.

Thank you for your interest in the NBN Trust. We hope you'll apply.

