

## Operations Administrative Officer

### Location

The preferred FC office locations are Bristol, Bucks Horn Oak in Farnham, Surrey or Bullers Hill in Exeter, Devon. All posts will require regular office presence with some travel nationwide.

### About the job

Never has there been a more important time for trees and forests to help tackle the climate emergency and provide a much-needed sanctuary for people and wildlife. We aim to at least treble tree planting rates in England, reflecting England's contribution to meeting the UK's overall target of planting 30,000 hectares per year by the end of this Parliament. This acceleration in current planting rates in England will contribute to meeting the net-zero by 2050 ambitions, and to government's wider environmental targets. This is supported by the £640m Nature for Climate Fund announced in the March 2020 budget. If you are passionate about the role of forestry in creating a better future for England, and want to play a key part in that, we want to hear from you.

By joining the Forestry Commission, you will become part of a team of passionate, committed colleagues, and be able to build on a wealth of expertise to take this ambitious work forward. You will be able to make your mark by helping the Forestry Commission to transform how we work together and reach new stakeholders. Forest Services as part of Forestry Commission are the Government's forestry experts. We advise nationally and locally on how to unlock the full potential of woodlands and support the forestry sector to protect, improve and expand England's valuable woodland assets, ensuring that they continue to provide benefits to people, the environment, and the economy.

This role sits within the Forest Services (FS) Operational Delivery Profession (ODP) team.

The Operational delivery team delivers services to Forestry Commission (FC) customers for Grants and Regulations, including circa 2500 felling licences per year, and 1000 grant applications. The role is responsible for the operational element of approximately £50M in grant approvals and payments.

The team works closely with the Area teams, our technical experts in the field, to administer woodland grants and regulations across England. The team's main function is to provide grants for tree planting, woodland management and tree health, also enforcing the Forestry Act through regulatory processes such as felling licence applications and environmental impact assessments.

We aim to provide a great place to work, whichever location you work from. Blended working forms part of our flexible and inclusive approach to future ways of working. It is an informal arrangement which gives you the option to work some of the week from home, and some of the week from our Forestry Commission workplaces, subject to role requirements, business needs, and regular review. Informal blended working arrangements will be available as agreed with the line manager.

## Job description

### The Operations Delivery Team

#### Undertake transactional duties and activities within the Operations Delivery team

Effectively administer current and legacy grant schemes and Regulatory processes in accordance with FC procedures and complying with paying agency rules.

Work with peers, area staff and the woodland sector to ensure a high quality of customer service and the coordinated delivery of FC targets.

### Key Work Areas

- Ensure effective handling of transactional aspects of Regulations, current and legacy grant schemes activity
- Follow FC guidelines, processes and procedures and comply with legislation, scheme rules, paying agency, and internal audit requirements
- Follow the financial controls which are in place
- Provide effective case management including processing applications, contract/licence approval – claim management, amendments, remote inspection, case review and closure by following national instructions
- Provide customer service function for above activities, giving verbal and written advice and communication to customers. All transactional activities to be carried out in accordance with customer service/citizens charter standards
- Liaise with area staff (particularly Woodland Officers) on technical issues and queries involving direct liaison with the customer e.g. inspections
- Deal with public enquiries through triage to the area teams or other appropriate FC staff where necessary

The post will report to the Operations Admin Manager.

### Person specification

#### ESSENTIAL:

- *Experience of working in a busy administrative environment*
- *Ability to co-ordinate multiple work streams (projects/areas of work)*
- *Pro-active and flexible working approach to delivering tasks*
- *Highly competent IT user with experience of the MS Office suite of applications, especially Excel. Knowledge of SharePoint is also desirable*

Professional membership of the Institute of Chartered Foresters or another relevant professional body is desirable.

## Benefits

- A Civil Service pension
- A range of family friendly benefits
- An environment with flexible working options
- Learning and development tailored to your role
- A culture which promotes a diverse and inclusive work environment
- A range of wellbeing benefits including discounted Civil Service Healthcare, access to an Employee Assistance Programme 24/7, Bike to Work Scheme, plus many more.
- 25 days annual leave, with 1 additional day for each years' service up to 5 years (pro rata)
- Ability to buy or sell 5 days annual leave
- 3 days volunteering per year (pro rata)

Salary £23, 098

To apply, please visit [here](#).

Closing date: Apply before 11:55 pm on Sunday 19 February 2023