GIS Support Officer

RECRUITMENT PACK

Salary: up to £25,000 per annum
Location: Newark – Fully remote with occasional travel to Newark and the rest of the UK
Full time (35 hours per week)
Permanent

SHEEPLEAS FLOWERS @JON HAWKINS SURREY HILLS PHOTOGRAPHY

About Us

The Wildlife Trusts are a grassroots movement of people from a wide range of backgrounds and all walks of life, who believe that we need nature and nature needs us. We have more than 944,000 members, over 38,000 volunteers, 3,600 staff and 600 trustees. There are 46 individual Wildlife Trusts, each of which is a place-based independent charity with its own legal identity, formed by groups of people getting together and working with others to make a positive difference to wildlife and future generations, starting where they live and work.

Every Wildlife Trust is part of The Wildlife Trusts federation and a corporate member of the Royal Society of Wildlife Trusts, a registered charity in its own right founded in 1912 and one of the founding members of IUCN – the International Union for the Conservation of Nature. Taken together this federation of 47 charities is known as The Wildlife Trusts.

The next few years will be critical in determining what kind of world we all live in. We need to urgently reverse the loss of wildlife and put nature into recovery at scale if we are to prevent climate and ecological disaster. We recognise that this will require big, bold changes in the way The Wildlife Trusts work, not least in how we mobilise others and support them to organise within their own communities.

About You

We're looking for a people-focused tech enthusiast to join our team! In this role, you'll work with the GIS manager to help manage our cloud-based GIS platform, ensuring it runs smoothly for all users. You'll need to be comfortable with technology and have the ability to communicate effectively with a variety of stakeholders, developing new services, being responsive to user needs and providing customer support. You will be providing support and training to ensure everyone is getting the most out of the system. If you're someone who thrives in a collaborative environment, enjoys problem-solving, and loves helping others succeed, we want to hear from you!

You will have excellent skills and experience in working collaboratively and have a passion for data and GIS. You will understand cloud-based GIS technologies and a willingness to learn and develop. Having the ability to be self-motivated and be an effective communicator is also essential.

About You

The Wildlife Trusts value passion, respect, trust, integrity, pragmatic activism and strength in diversity. Whilst we are passionate in promoting our aims, we are not judgmental and are inclusive. We particularly encourage applications from people who are underrepresented within our sector, including people from minority backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.

RSWT take our Safeguarding responsibilities extremely seriously. Please click here to read our commitment statement. The Royal Society of Wildlife Trusts is committed to safeguarding and promoting the welfare of children and adults at risk. For applicable roles, applicants must be willing to undergo checks with past employers and Disclosure and Barring Service checks at the eligible level.

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

RSWT are committed to increasing the diversity of its staff through its Levelling the Field recruitment pledge and will put any ethnic minority applicants that meet all the essential criteria for the post through to the next stage of recruitment.

Please be aware we may not accept applications if we have reason to believe they have been wholly produced using generative AI tools.

ROE FAWN © DONALD SUTHERLAND

Job Description – Overall Purpose

You will work as a key part of the Landscape Recovery team as a GIS Support Officer. You will support the GIS manager in overseeing the daily operations and maintenance of our cloud-based GIS platform, ensuring its performance, security, and usability for all users. You will work closely with individual Wildlife Trusts and cross-functional teams including the Digital Transformation Team within RSWT to optimise workflows, implement system updates, and provide technical support to users, ensuring the platform remains reliable and efficient in meeting our core business needs.

You will also work with the GIS manager to help provide strategic direction, customer support and guidance to all users of the common GIS Platform and to help design and deliver resources and training through a variety of means.

Job Description – Main Responsibilities

- Support the GIS Manager to define and deliver the GIS backlog and programme of work for RSWT.
- Assist with the administration and ongoing management of the common GIS platform and associated GIS helpdesk.
- Using the capabilities within ArcGIS Online to develop services tools and apps to support a variety of use cases across the Wildlife Trusts, deploying on both web and mobile.

Job Description – Main Responsibilities

- Documenting technical workflows and decisions made with respect to GIS application developments.
- Support GIS end users through training and support as well as the creation of intuitive applications and excellent ongoing customer service.
- Responsible for maintaining and stewarding GIS datasets and systems, including those already identified above.
- Support the GIS Manager in identifying opportunities for the organisation to work with GIS in a more effective and/or efficient manner.
- Work with the Digital Transformation team to ensure the data lake supports geospatial use cases.
- Ensure that end users, customers and other stakeholders are heard and their views are appropriately represented in the Wildlife Trust's GIS community of practice sessions. .

Occasional travel may be required within the UK.

In order for the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.

All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.

Person Specification

Essential

- Personal Qualities:
  - A flexible approach to managing a changing workload
  - Well organised and practical; solutions-focussed whilst ensuring accuracy and consistency in all tasks.
  - Approachable and friendly manner

- Key Competencies:
  - Proven ability to assist and train users at all skill levels, offering clear instructions, troubleshooting, and effective support.
  - Self-motivated with the ability to innovate
  - Skilled in building positive working relationships with both technical and non-technical users

- Experience:
  - Experience in providing user support and training
  - Practical experience with GIS data formats, imports/exports, and data organisation within cloud-based systems.
  - Collaborative inclusive approach to working.

- Knowledge and skills:
  - Excellent communication skills, both verbal and written, with the ability to explain complex concepts to non-technical users.
  - Excellent understanding of GIS tools such as ArcGIS Online, ArcGIS Pro, QGIS, or similar cloud-based GIS platforms.

Person Specification

Desirable

- Personal Qualities:
  - Has an ambition to secure a better future for nature
  - Team-Oriented. Collaborative and approachable, with a passion for working in a team environment and helping others succeed.

- Key Competencies:
  - Ability to manage, monitor, and maintain cloud GIS platforms, ensuring smooth performance across multiple users and projects.
  - Time management skills and an ability to prioritise and work under pressure and to deadlines.

- Experience:
  - Experience in using ESRI AGOL and ArcGIS Pro.
  - Experience managing multi-user systems, ensuring performance, data integrity and user satisfaction.
  - Experience creating training materials and conducting training sessions for users of varying levels of expertise.
  - Experience of report writing

- Knowledge and skills:
  - Knowledgeable in and able to apply UX best practices to application development
  - Problem solver. Naturally curious and resourceful, with the ability to troubleshoot issues efficiently and creatively.

Additional benefits of working for The Wildlife Trusts

- Private medical insurance
- Electric vehicle salary sacrifice scheme
- 26 days holiday per year plus 8 bank holidays
- 4 Concessionary Days
- Non-contributory Life Assurance Scheme
- Generous pension contribution
- Charity worker discount
- Employee Assistance Programme

Closing date for applications: 18th May 2025
First interview: 5th June 2025
Second interview: 16th June 2025

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