

Applicant pack

Systems Officer

Building the systems and evidence that help us deliver greater impact for our rivers



Salary

Starting from
£35,000



Location

Corbridge /
hybrid



Hours

37 hours / flexible



Contract

Permanent

This role is made possible with The National Lottery Heritage Fund. Thanks to National Lottery players, we are strengthening our team and increasing our capacity to protect and restore rivers across the region.

Better River, Better Region, Better Life

Welcome to Tyne Rivers Trust

A message from our CEO



Sophia Stovall
Chief Executive
Officer

Thank you for your interest in joining Tyne Rivers Trust. Together, we're restoring and protecting the rivers and coast across the Tyne and Northumberland catchments – for nature, for people and for future generations.



About Tyne Rivers Trust

Tyne Rivers Trust (TRT) is a registered charity that works throughout the Tyne and Northumberland River catchments to protect and enhance the environment for the benefit of people who live in and visit the area. Our staff and volunteers undertake practical projects to tackle environmental problems, improve water quality, and enhance community wellbeing. We also work with local schools, community groups, and the public to educate them on the environment and inspire them to make positive changes.

In 2025, Tyne Rivers Trust expanded its remit to include the Northumberland Rivers catchment, extending the Trust's geographical reach from the River Tyne northwards to Berwick-upon-Tweed. This represents a significant step in TRT's growth, increasing both its environmental impact and the scale and complexity of its projects, partnerships and operations across the North East.

Our mission

To restore and reconnect river systems through evidence, partnership and practical action; to convene and coordinate across sectors; and to champion the river as a foundation for nature, communities and the regional economy.



A note to potential applicants

Our priority is finding the very best talent and the right person to join our team at this exciting time.

Please talk to us before discounting this role as a right fit for you.

The Opportunity

Systems Officer

Role at a glance

SALARY	Starting from £35,000 depending on experience
LOCATION	Shawwell Business Centre, Corbridge, with hybrid working
HOURS	37 hours, flexible working arrangements available
CONTRACT	Permanent
REPORTS TO	Chief Executive Officer (Initially)



Job purpose

The Systems Officer will oversee, manage and develop Tyne Rivers Trust's data management and digital systems.

You will lead the implementation and ongoing management of the Trust's developing data management system, ensuring that our information, policies and procedures are robust, compliant and fit for purpose.

Working collaboratively across the organisation, you will ensure our systems are effective, efficient and able to support fundraising, reporting, communications, project delivery and wider operations.

Through accurate data capture, analysis and reporting, you will help colleagues make informed decisions and clearly demonstrate the reach and impact of our work.

The next chapter

Tyne Rivers Trust is entering an important period of organisational development. As our geography, projects, partnerships and team continue to grow, the systems behind our work must develop with us.

Over the next three years, we will invest in our people, digital infrastructure, governance and ways of working so that we can increase our impact and respond to the scale and complexity of the challenges facing our rivers.

This is a new and influential role with the opportunity to shape systems that will support the organisation for years to come.

Build better systems

An organisation-wide role with lasting impact



A role at the heart of the Trust

This is a broad and practical systems role that will influence how information is captured, organised, shared and used throughout Tyne Rivers Trust.

You will work with colleagues across conservation, science, fundraising, communications, engagement and operations to understand their needs and translate them into straightforward, effective systems and processes.

Your work will help reduce duplication, improve collaboration and ensure that reliable information is available when it is needed.

What's coming

Tyne Rivers Trust is reviewing and improving its digital infrastructure, including its data management, CRM, reporting and document-management processes.

You will help shape and embed these developments, identifying opportunities to connect systems, automate routine activity and create more consistent ways of working.

You will not simply maintain established systems – you will help decide what better systems should look like.



Influence, ownership and development

You will have the opportunity to:

- Lead the implementation and development of our data management systems.
- Improve how information is captured and shared across teams.
- Identify opportunities for integration, automation and more efficient workflows.
- Develop policies, guidance and training that help colleagues use systems confidently.
- Produce reports and insights that support planning, evaluation and decision-making.
- Agree a personal training and development plan through the appraisal process.

What you'll be doing

Build strong, reliable and effective systems

Systems and Data Management

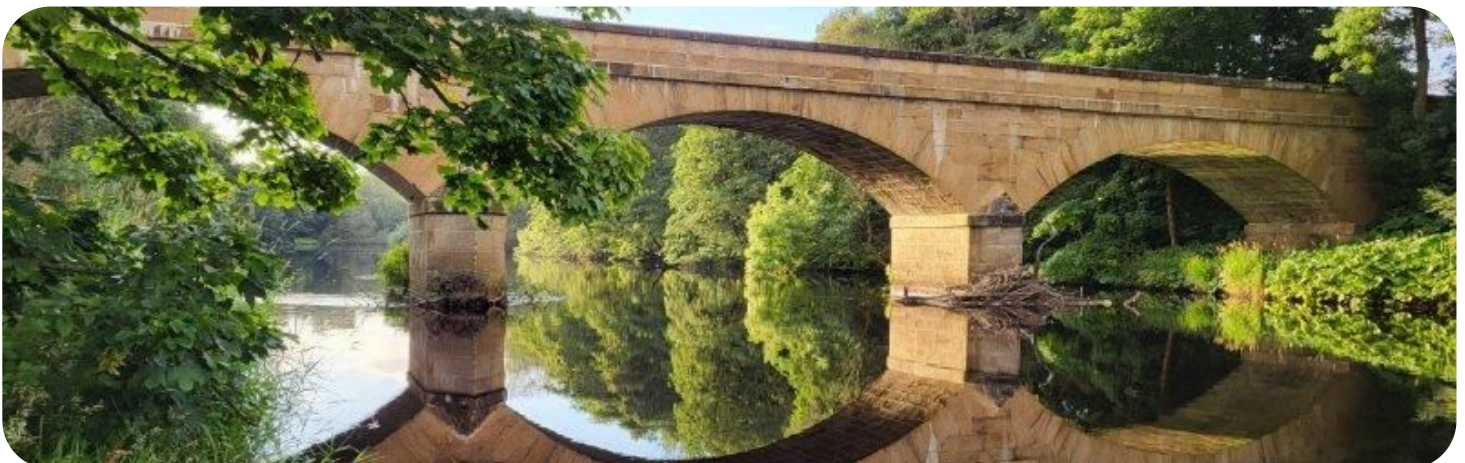
- Lead the implementation, development and ongoing management of the Trust's data management system.
- Oversee data handling, ensuring accuracy, consistency and integrity across systems.
- Develop and maintain policies and procedures relating to data management, information governance and system use.
- Ensure compliance with data protection legislation and best practice, including UK GDPR.
- Lead system troubleshooting and continuous improvement across the organisation.

Digital Systems and Tools

- Manage and optimise digital systems including Microsoft 365, CRM platforms, fundraising databases, reporting tools and spatial-data systems.
- Ensure systems are appropriately configured, maintained and kept up to date.
- Identify and implement opportunities for automation, integration and improved workflows.
- Maintain clear documentation and guidance for organisational systems and processes.

Reporting and Information Management

- Support accurate and consistent data capture across fundraising, projects and operations.
- Produce regular and ad hoc reports to support planning, monitoring, evaluation and decision-making.
- Work with colleagues to establish consistent information-capture and reporting processes.
- Ensure information is accessible, well organised and stored appropriately.



Support the Organisation

Training, collaboration and continuous improvement

Staff Support and Training

- Provide practical training and support to staff and volunteers using organisational systems.
- Promote best practice in data management and digital working.
- Act as the main point of contact
- Translate technical processes into clear guidance for colleagues with different levels of digital confidence.

Collaboration and Improvement

- Work with teams across the Trust to understand their system and information requirements.
- Identify opportunities to reduce duplication and improve efficiency.
- Support stronger cross-team collaboration, information sharing and knowledge management.
- Encourage consistent, confident and effective use of systems across the organisation.

Organisational Contribution

- Contribute to TRT's organisational development and continuous improvement.
- Help ensure systems support fundraising, project delivery, communications and operational priorities.
- Uphold the Trust's vision, mission and values.
- Consider equality, diversity, inclusion and accessibility when designing systems and data processes.
- Undertake other appropriate duties in line with the role.

Detailed Objectives

Personal objectives will be agreed through the annual appraisal process and reviewed annually. These may include additional responsibilities directed by the CEO or an appropriate senior manager, provided they are broadly consistent with the role.

Shared objectives will contribute to organisational priorities and business development.

What you'll bring

We value expertise, curiosity and continuous improvement

Essential

SYSTEMS & DATA

Experience managing or administering data management or digital systems. A good understanding of data-management principles, information governance and data protection, including UK GDPR.

DIGITAL TOOLS

Experience using Microsoft 365 in an organisational setting and working with CRM or document-management systems. Confident maintaining accurate information and producing reports for different audiences.

ANALYSIS & IMPROVEMENT

Strong analytical and problem-solving skills, with the ability to identify and implement improvements to systems and processes. Awareness of digital transformation, automation and integration, and how these can improve organisational efficiency.

COMMUNICATION & SUPPORT

Able to explain systems clearly to technical and non-technical colleagues. Experience supporting others to use systems effectively, including providing guidance or training.

ORGANISATION

Highly organised and accurate, with the ability to manage multiple priorities and deadlines.

Desirable

SYSTEM IMPLEMENTATION

Experience implementing or upgrading a CRM, database or wider data-management system.

POLICIES & PROCEDURES

Experience developing and implementing data-management policies, procedures or guidance.

FUNDRAISING & REPORTING

Experience supporting fundraising databases, monitoring systems or organisational reporting.

SECTOR EXPERIENCE

Experience in the charity, not-for-profit or environmental sector, including an understanding of relevant operational and reporting requirements.

ENVIRONMENTAL DATA

Knowledge of environmental monitoring, data management, GIS or spatial-data systems.

PRACTICAL

Able to drive and willing to travel across the Tyne and Northumberland catchments.

Personal Attributes

- Methodical, reliable and highly organised.
- Proactive and focused on continuous improvement.
- Collaborative, supportive and approachable.
- Flexible and adaptable to change.

Our offer

Flexibility, influence and meaningful impact



Build better systems, strengthen our impact

This is an opportunity to create the digital and data foundations that will support TRT through its next stage of growth.

You will improve systems, influence how teams work and help colleagues use information more effectively, enabling better decisions, stronger reporting and more time focused on rivers and communities.



Flexible and hybrid working



Personal development plan



Ownership and influence



Supportive colleagues



Purposeful work environment

Additional information

- Full-time hours are 37 per week; 0.8 FTE and other flexible patterns will be considered.
- Regular catchment travel is required, with occasional UK travel, overnight stays and out-of-hours work.
- TRT has two pool vehicles. The postholder must be able to drive and may use their own vehicle, with expenses reimbursed.

How to apply

Please send your CV and a covering letter outlining your interest in the Systems Officer role and how your experience and strengths meet the requirements to Jo Wilkes, Business Administrator, at j.wilkes@tyneriverstrust.org.

Key dates

Closing date: **Sunday 6 September 2026**

Interviews: **From Monday 14 September 2026**

Tyne Rivers Trust welcomes applications from people of all backgrounds and communities. Please let us know if you require reasonable adjustments or an alternative application format.