



Rheilffyrdd Ffestiniog ac Eryri Ffestiniog & Welsh Highland Railways

Gorsafyr Harbwr / Harbour Station, Porthmadog, Gwynedd, LL49 9NF
01766 516000
enquiries@ffwhr.com

Job Description Head of Volunteering

1. **Post Title:** Head of Volunteering
Post Reports to: General Manager
Location: Porthmadog Harbour Station / Boston Lodge Works / other locations as required

2. **Purpose of Job:**

The revived railway was founded on volunteering and this continues to drive the success of the railway today. Volunteering is pertinent to all departments of the railway and growing volunteer input is at the heart of our future plans.

The post is a leadership role and clearly focussed on building volunteering to new levels. The success of the post will be judged primarily against this metric. Further, the post holder is expected to work with the management team to build the capability of managers and their departments in respect of volunteering. It is important to note that the role is not expected to represent the volunteers within the management team, as this is a function of the supporting societies and their nominees to various management and project meetings.

Maintaining, developing and communicating a work bank, work programs and a rolling 'year ahead' volunteering planner will be a key part of the role. Additionally growing volunteering capability includes identifying and developing volunteer supervisors and future leaders, this role is tasked with fostering this development.

3. **Principal Accountabilities:**

- (i) Manage and maintain the Company's rolling work bank:
 - i. Work with the management team to identify both projects and day to day opportunities for volunteers;
 - ii. Identify projects that volunteers could undertake which may not be on the line managers' priority list;
 - iii. Ensure the work bank includes operations, day to day maintenance, the winter work program and projects.



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- (ii) Facilitate the recruitment of volunteer resources, including volunteer supervisors, to match the requirement of the work bank.
- (iii) Be responsible for the recruitment of volunteers at all levels within the organisation from directors to supervisors to regular volunteers to young people.
- (iv) Work with volunteer project managers to ensure the work that they are doing is to the benefit of the railway, that they have the space and equipment required to be successful and aid the co-operation between the volunteer project manager and their line manager.
- (v) Communicate the Volunteering Key Performance Indicators: the number of volunteers, the number of volunteer hours at each skill level and the number of supervisors; to the stakeholders quarterly.
- (vi) Ensure the position of projects and tasks in the work bank is updated monthly and is visible to the whole organisation.
- (vii) Promote the importance of volunteering to the Company managers and their teams. Support teams to include volunteers within their teams by developing strategies that enable the successful integration of irregular working patterns and different people into the team.
- (viii) Manage and maintain the volunteer team profile which highlights all volunteers, roles and skills:
 - i. Enable the creation of a succession plan;
 - ii. Ensure the volunteer team profile highlights training or experience needs;
 - iii. Facilitate training and experience opportunities for volunteers at all levels to meet identified needs.
- (ix) Recruit and manage a volunteer team to be responsible for:
 - i. The smooth handling of volunteer enquires through to placement;
 - ii. The updating of the volunteer calendar;
 - iii. Working with the marketing team to promote volunteering.
- (x) Develop the team to ensure day to day tasks can be effectively delegated.
- (xi) Work with the Societies and Trust to continue to attract volunteers to the railway and to ensure that all volunteers enjoy their time on the railway and would wish to return. Promote successful retention through the co-operation of all parties to ensure the volunteer has a sense of purpose, quality accommodation, all required tools and equipment, suitable and meaningful supervision, and fun.
- (xii) Other work as required.



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4. Job Context:

The post holder is a member of the Festiniog Railway Company Senior Management Team, reporting to the General Manager, and interfaces directly with the General Manager, directors of the Company and the directors of the supporting societies as necessary. The post holder will be responsible for putting together a volunteer led team to provide administrative support. The post holder will be required to understand how to maintain their leadership role by developing the team so they are able to delegate effectively. The post holder will be able to recognise and understand the reasons why delegation may fail and work to find solutions to avoid being pulled into being an operator rather than a leader.

5. Experience, Knowledge, Qualification and Training:

- (i) Experience of the heritage volunteering sector
- (ii) Excellent leadership ability; able to communicate a clear vision and engage others to deliver it
- (iii) Educated to degree level in a relevant subject, or equivalent professional experience
- (iv) The ability to influence direct and non-direct reports to deliver the strategic plans across a whole organisation
- (v) Strong communication skills both verbally and written
- (vi) Fully competent in the use of IT
- (vii) The ability to build and sustain relationships with internal and external partners at all levels
- (viii) The ability to manage their time effectively and to prioritise their workload effectively to meet the many demands of the role
- (ix) Membership of a relevant professional body would be an advantage
- (x) The ability to communicate through the medium of Welsh is desirable