



## Job Description

<b>Job Description</b>	
<b>Job Title:</b>	Volunteering, Education and Community Manager
<b>Level:</b>	Full-Time Middle Manager (37.5 hours pw), will involve weekend and out of hours working to match the activities and operation of Vintage Trains as well as the needs of the role.
<b>Safety Critical Post:</b>	No
<b>Department:</b>	Managing Director
<b>Location:</b>	Tyseley, Birmingham and Home Working
<b>Responsible To:</b>	Managing Director
<b>Direct Reports:</b>	Volunteering Resources
<b>Budgetary Responsibility:</b>	Yes
<b>Salary Range:</b>	c. £35k pa depending on qualification and experience

### **A) Job Purpose:**

- To establish, grow and develop a full programme of volunteering, education and community activities that add considerable value and contribute to the Vintage Trains values and operational objectives.
- Working with others, maximise all opportunities to generate donations, funding and sponsorship.
- To liaise with the Friends of Vintage Trains and external bodies such as universities, colleges, schools, the City of Birmingham, local business and industry, community groups and West Midlands Trains including campaigns for fundraising and sponsorship.

### **B) Context:**

- VTL is the UK's newest main line Train Operating Company with a licence to operate passenger services throughout the UK.
- Wholly owned by a Community Benefit Society it is one of two trading companies in the Vintage Trains Charitable Group.
- VTL was primarily set up to keep Steam hauled services operating on the main line but is also developing critical income streams from training and third-party operating activities.
- Tyseley Loco Works Ltd is an established business and widely recognised as undertaking some of the highest standards of engineering on heritage rolling stock and coaches in the UK Heritage industry. Tyseley has been home to heritage rail engineering for around one hundred years.
- Volunteers currently participate and have responsibilities in a variety of roles including on Boards, functional managers, engineering assistance, on-train stewards, locomotive support crew, administration support.
- The organisation has a complex structure including trustees, full-time managerial, operational and engineering staff and volunteers. Integration, co-ordination and improved communication between volunteers and paid staff is a key responsibility of the position.
- When performing operational, engineering or safety critical roles volunteers must be under the direct control and supervision of competent personnel (who themselves may be a volunteer).



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### **C) Key Accountabilities:**

- You will develop and lead Vintage Trains Volunteering, Education and Participation Strategy; deliver an exemplary national programme that maximises the contribution of volunteering and positions the organisation as a provider of a high-quality volunteering, community and education activities within the railway heritage sector.
- You will coordinate and drive an increase in volunteer activity across the organisation and put in place the next generation of volunteers. This role defines the policy and strategy for our volunteer workforce;
- You will establish and coordinate a programme of educational activities – including the provision of apprenticeships – across the Group.
- You will establish and coordinate a programme of corporate volunteering activities and ensure they provide a valuable contribution to the aims of all parties.
- With strong mentoring and coaching skills, you will help build the reputation of Vintage Trains and the confidence and capability of colleagues to ensure that the organisation continues to benefit from generous, competent volunteer support and community participation.
- As a member of a leading railway heritage organisation, the role has an important external profile in the railway heritage sector through active participation in the Heritage Railway Association – the national association for heritage railways, and in community programmes of West Midlands Trains and the wider rail industry.
- You will be required to make public presentations and act as an ambassador for Vintage Trains in a variety of settings from local community groups to corporate board rooms as well as fully engaging with our customers.

### **Strategy**

- Support the Managing Director and Charity Trustees to develop and deliver a 5-year growth strategy for volunteering and other unpaid opportunities.
- Working across the Vintage Trains Group, identify, scope and develop future opportunities for volunteering, fund raising, sponsorship and participation.
- Lead the development and implementation of consistent standards, policies and practices for volunteering within the Vintage Trains Group, incorporating best practice from within and outside the organisation.
- Transform the way volunteer information is captured and recorded to enable the effective evaluation of all volunteer activity and develop key performance indicators to monitor progress of the strategy and report as necessary.



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- Develop an effective recruitment, retention and communication strategy to ensure volunteers are fully engaged and both the volunteer and the Vintage Trains Group receive the maximum benefit from their contribution.
- Broaden and diversify further the audiences, locations and roles available for volunteering and participatory activities, including site-based volunteering, off-site volunteering, unpaid placements and internships, work experience, community projects, participatory projects and support for third party/affiliated volunteer programmes.
- Oversee the management and delivery of an efficient and effective volunteer journey, from enquiry through to participation, ensuring that volunteers receive a warm welcome, are well-equipped to carry out their role and receive the support they need during their time with us.

### ***Management and leadership***

- Provide leadership across the Vintage Trains Group in regard to volunteering, ensuring volunteer involvement is incorporated and prioritised within the overall Vintage Trains strategy and vision.
- Manage, develop and motivate any voluntary or paid direct reports to deliver strategic plans and continually improve performance.
- Provide leadership, guidance and expertise within the Vintage Trains Group on the development of volunteering, ensuring best practice and consistency across the organisation.
- Develop and maintain excellent records relating to volunteers, in line with GDPR regulations, including emergency contact details, skills and training, volunteer hours etc
- Develop and lead an innovative and engaging community and learning programme, engaging new audiences and transforming Tyseley Depot into a community hub.

### ***Supporter development***

- Support the **Co**ordinator of public open days at Tyseley Depot in the delivery of appropriate volunteer support, throughout the planning, preparation, delivery and close down phases..
- Liaise with Friends of Vintage Trains on all matters relating to volunteering and the delivery of a community programme.
- Liaise with and develop the engagement and activities of the members of Vintage Trains Community Benefit Society.
- Work with the Press, Marketing and Communication team to maximise campaigns, funding and sponsorship opportunities to support volunteering and community programming.



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### ***Influencing externally***

- Monitor, advise and brief the organisation on current trends in volunteering, local and national government initiatives and legislation.
- Build excellent and productive relationships with key external partners such as volunteering organisations and representatives, national heritage organisations, independent historic properties, museums and heritage railways.

### **D) Personal Specification:**

#### **Experience:**

- Experience of managing large-scale volunteer programmes or pioneering a volunteer growth agenda.
- Experience of successfully developing and implementing strategy and policy.
- Experience of project management, monitoring and evaluation.
- Experience of report writing and collating/ summarising information and statistics for a variety of audiences.
- Experience of working in complex and multi-functional organisations.
- Experience of development and delivery of training programmes.
- Team leadership.
- Experience of heritage railways or a heritage related environment is desirable but not essential.

#### **Knowledge:**

- Excellent presentation skills, with an ability to tailor material to a range of target audiences.
- Ability to effectively influence others and, where necessary, negotiate agreement.
- Knowledge of the voluntary sector and relevant best practice around volunteering, including legal frameworks as they apply to volunteers.
- Demonstrable ability to lead process improvement.
- Knowledge and understanding of safeguarding and health & safety responsibilities.
- Good IT skills including Word, Excel and PowerPoint.

#### **Skills and Competencies:**

- Confident, professional and personable with the ability to communicate sensitively and effectively at all levels, both within and outside Vintage Trains.
- Inspirational leadership style.
- Capable of strategic and creative thinking.
- Excellent organisational skills.
- Ability to build effective relationships quickly and at all levels.
- Actively seeks and embraces feedback.
- Committed to continuous improvement.

Occasionally we may need to review a job description to incorporate any changes



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or other duties needed for the role as identified by the line manager.

We are committed to providing equality of opportunity so if you have a disability, we will be happy to discuss reasonable adjustments to the job with you.

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<b>Line Manager:</b>	<b>MD</b>	<b>Signature:</b>	
<b>Post Holder:</b>		<b>Signature:</b>	