

Haslemere Community Rail Partnership Job Description

Job title:	Community Information Manager
Team:	On behalf of the Haslemere Community Rail Partnership
Hours per week:	The expectation is that the job will require up to 60 hours / month, subject to the completion of timesheets. Work in excess of this requires written approval from the Treasurer or Chairman.
Pay:	£10 per hour
Base:	Haslemere Information Hub
Employer:	Self Employed Basis
Client:	Haslemere Community Rail Partnership
Key liaisons:	Haslemere Community Rail Partnership members, Haslemere voluntary organisations, community groups, visitors' local residents, local businesses, Haslemere Visitors Information Centre, Haslemere Town Council, South Western Railway, South Downs National Park Authority.
To Apply:	Please forward CV plus cover letter to Nikki Barton, c/o Haslemere Town Council, 15 High St, Haslemere GU27 2HG or submit via e-mail to nikki.barton@haslemeretc.org Deadline for applications is 30 th March 2018

Job summary

This role will help to deliver the Haslemere Community Rail Partnership's (HCRP) aim of encouraging more visitors to travel to Haslemere, the surrounding villages and the South Downs National Park. It will enable the many separate local organisations in Haslemere to promote themselves, and the many events and activities that they organise in and around the town.

The role will also encourage sustainable travel behavior of visitors and local residents from a HCRP Information Centre based at Haslemere Railway Station.

Main duties and responsibilities

To champion sustainable travel to Haslemere, the South Downs National Park and beyond, concentrating primarily, but not exclusively, on rail visitors to Haslemere.

To welcome and inspire visitors to Haslemere and the surrounding district in promoting the town as the gateway to the South Downs National Park. This involves maintaining a working knowledge of available transport options and local attractions.

To provide and maintain effective information about visitor attractions, and things to see and do within Haslemere, the surrounding district and including the South Downs National Park.

To oversee the production of guide books, walks and bike rides from Haslemere station, both circular routes and those to other stations along the line.

To use the central location of the Information Hub to further link Haslemere's many community groups and to increase social capital by promoting local participation in community activities.

To proactively engage with visitors, residents and local organisations, responding to their enquiries in a friendly and approachable manner.

To enthuse visitors and residents about the special qualities and attractions of Haslemere, the surrounding district and the South Downs National Park.

To build, maintain and utilise an active volunteer database, thereby enabling the Hub to be open as and when required.

To ensure that visitor information is available at the HCRP Information Point and where appropriate on the station concourse.

To help develop a publicity campaign to promote the Hub and encourage participation.

To oversee the development of a website and a strong social media presence.

To work with the rail franchise holder to help develop a 'travel ambassador' role for volunteers alongside the station staff, to provide greater service to rail passengers.

To provide the highest standards of customer care.

The chairperson of the HCRP will set targets and objectives but the post holder will be required to take day to day decisions and act on his/her own initiative, referring to the chairperson or other HCRP members for guidance.

To provide excellent communication skills both oral and written are required.

Working conditions

The Community Information Manager will primarily work from the Haslemere Information Hub, but occasionally from home.

The Community Information Manager will oversee and ensure that the Information Hub is covered by volunteers as and when required.

The position may involve personal contact with people with differing views to those of the Haslemere Community Rail Partnership policies, so due care in all communications should be taken.

General

The post holder must at all times carry out his/her responsibilities with due regard to the Haslemere Community Rail Partnership's policies and procedures.

Health and safety

The Community Information Manager must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment themselves, volunteers and visitors. They have a duty to observe the obligations set out in the attached Risk Assessment and Methodology Statements.

Financial regulations

The Community Information Manager is responsible for security of the Hub at Haslemere Station, avoiding loss or damage of property, and being economical and efficient in the use of resources.

Project description agreement

The above Project Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Information Centre Manager

Signature: _____

Date _____

HCRP Chairman

Signature: _____

Date _____

Person Specification

HCRP Information Centre Manager

Criteria	Essential	Desirable
Education / qualifications		
Good general education to GCSE level (or equivalent)	Y	
A valid driving licence		Y
Experience		
Demonstrable experience of working in a customer service/sales environment which would enable a full understating of the requirements of the role and the challenges it would bring	Y	
Knowledge		
Knowledge of the benefits of sustainable transport use in the South Downs National Park	Y	
Knowledge and awareness of visitor attractions, organisations in Haslemere and the surrounding district and their appeal to different audiences	Y	
Skills		
Excellent communication and inter-personal skills	Y	
Good time management and organisational skills with ability to use own initiative	Y	
A passion for Haslemere, together with an ability to motivate and enthuse others about their special qualities	Y	
Experience with the use and understanding of social media, for example, Facebook, Twitter, Instagram with Klout ranking	Y	
Good computer skills, including web management, with the ability to manage databases built on various systems	Y	
Impact and attributes		
Confident and outgoing with experience of dealing with members of the public and volunteers in a face to face environment	Y	
Ability to work flexibly	Y	