



Severn Valley Railway Charitable Trust

Project Support Officer

Recruitment Pack



Project support officer

This is an exciting opportunity to join the Severn Valley Railway Charitable Trust and support the delivery of a £1.25m prestigious project funded by the National Lottery Heritage Fund, *the restoration and education of the Severn Valley Railway's Falling Sands Viaduct*, situated in Kidderminster.

Working with the project delivery manager you will have:-

- The ability to talk to a range of people, including presenting to groups.
- Exceptionally strong administration skills including reporting and monitoring finances.
- A passion for working with volunteers and sharing stories across communities, using an array of communication platforms, including social media.
- Strong writing skills to create web, social media and internal content.
- Experience of planning, organising and evaluating local events, ideally within the heritage sector or the local community.

We are seeking an enthusiastic and dynamic individual who is proactive and results driven, who will learn quickly and become a key team player in the delivery of the project.

This is your chance to join an amazing local charity that is committed to safeguarding the Severn Valley Railway for future generations whilst further developing your skills.

Severn Valley Railway Charitable Trust

Job Description

Position:	Project Support officer
Organisation:	Severn Valley Railway Charitable Trust
Location:	Number One, Comberton Place, Kidderminster
Job Type:	Part-time - 3 days (22.5hrs) per week, 12 month contract
Salary:	£20,000 - £23,000 (pro-rata)
Holidays:	31 per annum including Bank Holidays (pro-rata)

Job Purpose

To support the project delivery manager to deliver both the restoration and the educational elements of the Falling Sands Viaduct; a project, including this role, funded by the National Lottery Heritage Fund.

Main Duties

Duties and Responsibilities

- Assist in organising the 'reopening' events programme with the operation team at the SVR, including the events coordinator
- Liaise and support volunteers.
- Assist the project delivery manager in developing relationships with external partners and stakeholders to improve community engagement in the project and organise events.
- Provide strong administration and co-ordination skills to monitor and report on activity.
- Raise awareness of the project, writing strong and engaging copy to inform all stakeholders and using all communication platforms to share the news.
- Keep donors updated on the progress on the project.
- Undertake monitoring, reporting and administrative role maintaining good records of activity and interpretation progress against the agreed HLF action plan and budget

Key Accountabilities

- Report to the Falling Sands project delivery manager.
- Provide timely information on progress, assisting in completing Heritage Fund progress reports.
- Perform within targets and timescales.
- Engage with staff to maximise the publicity and engagement of the project.
- Ensure that the capturing of any data meets the requirement of the General Data Protection Regulations (2018).
- Follow the Trusts safeguarding policy and report any concerns in accordance with the safeguarding procedures.
- Actively participate in supervision and appraisal sessions, identifying your own learning and development needs and participating in learning activities relevant to the Trusts commitment to providing high quality services.
- Work at all times with due regard to the policies and procedures of the Trust, including financial regulations.
- Carry out other tasks as reasonably required by the Director of Development.

Qualifications, knowledge and experience required

- Exceptionally strong administration skills (essential)
- Trained and experienced in the use of MS Office software (essential)
- Experience in planning and organising events (desirable)
- Experience of motivating and managing volunteers and/or working with a range of people
- Understanding of using social media in a work capacity.
- Experience in presenting to different audiences (desirable)
- Experience of working or volunteering for a heritage organisation (desirable not essential)
- Knowledge of GDPR regulations – or a willingness to learn to a high standard.

We will offer

- Free parking.
- Subsidised meals.
- Flexible working hours.

As a volunteering organisation, we ask staff to volunteer 5 days per year during our busy season.

Number One, Comberton Place, Kidderminster, DY10 1QR. Tel: 01562 757940.

www.svrtrust.org.uk email: administration@svrtrust.org.uk

Registered Charity Number: 1092723



Our SVR Family Values

The SVR Family consists of the three separate companies

1. Severn Valley Railway (Holdings) Plc (Company number 01046274) is a not for profit company limited by shares. No dividend is paid to shareholders with all profit used to support the running of the Railway. It owns the infrastructure and assets of the SVR, employs the paid staff, and is responsible for the governance, operation, finance, planning, customer service and management of the SVR.

2. Severn Valley Railway Company Limited (Company number 00906842), a company limited by guarantee, supported by a paid membership of 12,500 members and provides volunteer staff who assist in the operation of the Railway from a working volunteer membership pool of 1,700.

3. Severn Valley Railway Charitable Trust Limited, a company limited by guarantee (Company Reg, No.04341280) Registered with the Charity Commission (Reg.No.1092723). The focus of the SVR Charitable Trust is to generate funds:

- To enhance, maintain and restore SVR rolling stock and infrastructure.
- To provide educational and interpretive displays for the SVR
- To provide educational and heritage skill training used in the restoration, repair and operation of the SVR.

It also owns some rolling stock used on the SVR and employs its own paid staff and volunteers.

Our Staff

The Severn Valley Railway is run by a team of 100 full-time equivalent paid staff and 1,700 volunteers. As part our commitment and recognition to our volunteers, we request that all paid staff give five volunteer days to the Railway every year, this may involve supporting key events, to include Santa Specials and Gala's.

Our Vision:

The Severn Valley Railway is a heritage railway of national standing, respected in its success in bringing the 'golden' age of steam travel to life, for the seamless historic integrity of its locomotives, rolling stock, buildings and structures and generating a real feeling of pleasure and enjoyment to those that visit and within its active supporters.

Our Mission:

To enthuse and inspire an affection and understanding in our visitors and staff for the Severn Valley Railway and the bygone era of steam locomotion and heritage diesels through the operation and interpretation of the Railway infrastructure, locomotives, historic carriages and wagons.

Our Family Values

The success of Severn Valley Railway is entirely due to the dedication, skills and knowledge of the volunteers and paid employees. Our culture - "the way we do things here" - reflects the shared attitudes, beliefs and behaviours that we value in each other. These family values define how we will all work together to deliver our Vision and Mission through:

- **Passion and Enthusiasm**
- **Professionalism**
- **One Team Approach**
- **Respect**



Passion and Enthusiasm

With enthusiasm, you work to deliver a high quality service to meet personal, company and customer expectations. You are passionate about what you do, pursue a 'can-do' attitude in your work, ensuring it meets the needs of current and potential customers.

Professionalism

You take ownership of your work and use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.

One Team Approach

You work with others to reach a common goal; sharing information, supporting colleagues and customers, searching out expertise and solutions.

Respect

You are aware of your impact on others and your use of resources. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to our climate and surroundings.