A word from our Chief Executive

Thank you for taking the time to read about this unique opportunity to join our fabulous team and make a real difference in supporting communities across England, Wales and Scotland to get more from their railway.

As a membership network, we bring everyone together around a common cause: giving communities a stronger voice and greater involvement in and around the railway. We connect our members so they can share ideas, learn from each other and work together to deliver positive change in their communities. We also connect them with partners across government, the rail industry and the third sector who share our passion for community involvement in the railway and for making transport more accessible, inclusive and sustainable.

We are looking for a compassionate, collaborative and creative leader to head up our work with members. Everyone on the team is here for our members, but you will lead the way in ensuring everything we do is driven by what members need, now and in the future, to help them develop, grow and thrive. You'll also help ensure our members have a great experience whenever they are accessing our support and services.

As a member of the senior leadership team, you'll actively contribute towards its collective work in driving organisational performance and success, including growing investment in our work so we can make an even bigger difference for our members and the communities they serve.

I've recently started as the new chief executive of Community Rail Network and we have a new organisational strategy with plans to refresh our membership offer. We're also in a new era of rail as big changes are made to how the railway is owned and run, with a strong focus on greater devolution and local decision-making. That means there's plenty of opportunities to shape things and bring something of yourself to this role.

If you like the sound of this and have what it takes to embrace this opportunity with enthusiasm and imagination, then we'd love to hear from you. If you have any questions or would like to find out more about the role and Community Rail Network before you apply, please get in touch by email at b.freeman@communityrail.org.uk.

Come and be part of something brilliant!

Best wishes

Bill Freeman
Chief Executive

Director of Member Experience

Reports to: Chief executive

Direct reports: Regions support manager; projects support manager; training and development manager

Banding: Senior management (tier two)

Purpose of role: To provide strategic leadership for member support and development, enabling Community Rail Network's members to thrive, increase their impact and contribute to a stronger community rail movement. As a member of the Senior Leadership Team, the postholder helps shape organisational strategy and participates in collective responsibility for organisational planning, performance and success.

Principal responsibilities

1. Team leadership and management

- Lead and develop the Support & Development (S&D) team, ensuring members receive high-quality, accessible and consistent support, training and development opportunities.
- Oversee the strategic development, performance and quality assurance of member services, including those delivered on behalf of partners, for example, the Department for Transport accreditation and grants programmes.
- Lead the development, delivery and review of annual plans, targets and budgets for the S&D team.
- Set clear objectives, priorities and performance expectations for direct reports.
- Monitor and report team performance and impact, using data, feedback and learning to drive continuous improvement and innovation.

2. Membership experience

- Ensure Community Rail Network's membership scheme is fit-for-purpose through periodic reviews of membership categories, benefits, and supporting services and activities.
- Work collaboratively across the organisation to lead internal change management initiatives that improve the quality of member experience.
- Identify opportunities to strengthen member support through new or scaled-up projects, embedding learning into everyday practice.

- Ensure members' insights, case studies and experiences are effectively captured and shared with internal teams to support policy development, communications and events.

3. Partnerships and external engagement

- Develop and maintain positive and productive relationships with rail industry partners, corporate organisations, third-sector bodies and public authorities.
- Represent Community Rail Network, its members and the wider community rail movement in external forums.
- Identify opportunities for new projects, developing compelling funding propositions, and working cross-team to secure investment from current and prospective funders.
- Lead the Support & Development Team contribution to reporting, monitoring and evaluation for organisational funders.
- Maintain constructive relationships with key funders and organisations that support and invest in community rail.

4. Senior leadership team

- Model a positive, member-focused organisational culture that reflects Community Rail Network's vision, mission and strategic objectives.
- Actively contribute as a member of the Senior Leadership Team, taking collective responsibility for organisational performance and success.
- Provide strategic input to the Community Rail Network Board through attendance at Board meetings and supporting task groups established by the Board from time to time.
- Build and maintain strong cross-organisational relationships, sharing knowledge and expertise to support effective delivery, joined-up working and organisational learning.

Experience (to be assessed at application and interview stage)

- A strong track record in a senior leadership or management role, leading teams and delivering organisational or departmental objectives.
- Working with membership organisations, voluntary sector organisations and networks, or in similar stakeholder-rich environments.
- Leading significant change management projects that have cross-organisational involvement and impact.
- Working with and reporting to boards of trustees or similar groups involved in organisational governance and decision-making.
- Developing and implementing strategy and translating organisational priorities into actionable plans, targets and outcomes.
- Leading, inspiring and motivating team members to deliver against objectives through coaching, performance evaluation and ongoing professional development.
- Supporting income generation and the effective stewardship of funds, including formulating and managing budgets across multiple funding streams and projects.
- Designing, delivering and evaluating programmes, projects or services that achieve social, community or organisational impact.
- Building and managing effective relationships with funders, public sector bodies, businesses, voluntary sector organisations and other stakeholders.

Skills and abilities (to be assessed at interview stage)

- Strong leadership skills, with the ability to inspire, develop and empower high-performing teams.
- Strategic thinker with the ability to identify opportunities, anticipate challenges and shape long-term direction.
- Excellent relationship-building, partnership development and collaboration skills, creating mutually beneficial outcomes with internal and external stakeholders.
- Strong communication skills, with the ability to present complex information clearly, confidently and persuasively.

- Understanding of outstanding customer service at a strategic level and how this applies in the context of a membership network.
- Commitment to continuous improvement, innovation and evidence-based decision-making.
- Ability to analyse information, data and feedback to assess impact and inform future planning.
- Ability to confidently understand and use financial information, identify financial risks and challenge assumptions in safeguarding the organisation's financial health.
- Highly organised, resilient and able to manage competing priorities in a complex and changing environment.
- Commitment to the values of community empowerment, inclusion, collaboration and sustainable development.