



SENIOR EXECUTIVE OFFICER



INFORMATION FOR APPLICANTS FOR SENIOR EXECUTIVE OFFICER POST

Thank you for your interest in being our Senior Executive Officer. This pack tells you more about the Ramblers, how we work, and details of the role and the people you'll be working with. It also gives you information on how to apply for this role within our organisation.

ABOUT THE RAMBLERS

The Ramblers help everyone in Great Britain to enjoy the outdoors on foot. We champion walking and protect the places where we all love to walk. We are the only charity dedicated to looking after paths and green spaces, leading walks, opening up new places to explore and encouraging everyone to get outside and discover how walking boosts your health and your happiness.

Since 1935, the Ramblers have played a crucial role in:

- establishing National Parks,
- establishing the first National Trail - the Pennine Way,
- protecting and enhancing paths and placing them on definitive maps in England and Wales,
- gaining access to the countryside, including the Land Reform (Scotland) Act 2003,
- securing ancient freedoms and the Countryside and Rights of Way Act (2000) - which opened up a million hectares of countryside in England and Wales.

Our programmes and activities are many and varied. We provide:

- A quality library of self-guided routes,
- friendly, led, group walks, including short "health" walks,
- outings, trips away and social events for our members,
- information and education to the public on places to walk, safety and equipment,
- advocacy and campaigning to aid the creation of a country designed for walking,
- monitoring and inspection of the path network and rights of access,
- maintenance and upgrading of this precious path network.

Volunteers are at the heart of all we do. We have staff teams in Cardiff, Edinburgh and London, who support our 26,000 volunteers who work 365 days a year, rain or shine, to deliver our mission to help everyone to enjoy the outdoors on foot. This is an exciting time to be joining the Ramblers. In 2015, the Ramblers adopted a new vision and strategic framework and in 2017 we developed a new, rolling three year business plan to help us to achieve this vision. We would love you to come and join us, and be part of this transformative period of change and growth.

OUR VISION AND STRATEGIC FRAMEWORK

Our vision is of a country where everyone enjoys the outdoors on foot and benefits from the experience. Over the next ten years, we will focus on three ambitions to make our vision a reality:

1. A country designed for walking

We want everything to be in place in England, Scotland and Wales so we can all enjoy the outdoors on foot and benefit from the experience. This includes great places to walk; a true right to roam and path networks that connect people with communities, history, and nature; we want to ensure the right support from government, society, public and private organisations to help us

achieve this. A “walking country” will enable more people to walk, as a means of transport, for their health and wellbeing, to help the environment... or just for the sheer joy of it!

2. Helping everyone find their feet

Walking can take you anywhere. We want to provide the support and resources everyone needs, regardless of their age, background, fitness or mobility, to enjoy and benefit from walking outdoors. We want to help construct the national and local policies and programmes that give individuals and communities the opportunity to get out and walk, and we want to educate them about how walking can improve their health and wellbeing.

3. Connecting people through the Ramblers

We want to improve the health and wellbeing of the public by providing our own communities of walkers with the best possible Ramblers experience. This includes leading high quality walks, facilitating outings and holidays that help people to enjoy the best walking has to offer; producing expert resources so people can safely explore the outdoors themselves and connect with nature; and providing tailored support to individuals to help them progress from the sofa to the summits or the city street to the mountain peak..and come safely back down again.

We aim to do all this by leading from the front.

Over the next ten years we will stand together with the outdoors community, inspire a new generation of walkers and continue to work in partnership to achieve our three ambitions.

OUR VALUES AND CODE OF CONDUCT

We’ve developed values and a code of conduct for Ramblers members, volunteers, trustees and staff. Our values are to be welcoming, positive, empowering, inclusive, ethical, democratic and environmentally responsible. It is important that everyone involved in the Ramblers is aware of these values and is guided by them at all times. You can find our values and code of conduct here: <https://www.ramblers.org.uk/volunteer-zone/about-volunteering/code-of-conduct.aspx>

OUR BUSINESS PLAN PRIORITIES 2019-2021

The Senior Leadership Team has mapped out how we plan to achieve our ambitions over the next three years. As outlined in our strategic framework, we will “lead from the front” and invest in the five strategic priorities outlined below - to stimulate growth, to ensure continued value and relevance to our supporters, and to deliver our charitable aims over the coming decade.

TRANSFORMING OUR DATA, DIGITAL AND INSIGHT CAPABILITIES

We will create a suite of strategic capabilities including a data centre, insight hub, mobile apps and walk library with new creation and curation tools and a new website and communication system, to provide better insight and improved understanding of - and relevance to - to our supporters. This work will be led by our Director of Data Transformation and her team.

DEVELOPING A REGULAR CYCLE OF MAJOR CAMPAIGNS

We will deliver regular campaign activities throughout the year and innovative, awareness-raising approaches, to reach out and proactively involve supporters with our cause and deliver on our policy aims across all three nations. This work will be led by our Director of Advocacy and Engagement (A&E) and his team.

EXPANDING SUPPORT FOR VOLUNTEERING

We will develop our training, resources, policies and guidance for volunteers across the organisation. We will provide support for walking activities, focusing on those delivering walks, path maintenance and area/group leadership volunteers. We will clarify and integrate our short health walks offer. This work will be led by our Director of Delivery and Development and her team.

GROWING MEMBERSHIP AND ASSOCIATED INCOME

We will put our members at the heart of our work. We will diversify our income through partnerships with supporters and with organisations such as the People’s Postcode Lottery (PPL),

Ramblers Walking Holidays, corporates and trusts; to continue to strengthen our financial position. This work will be led by our Director of Membership and Fundraising (M&F) and her team.

IMPROVING INTERNAL INFRASTRUCTURE

We will improve our in-house support systems (Finance, HR, telephony, video conferencing and remote access systems) through our Tapestry Programme. The upgrading of our infrastructure will enhance our effectiveness and efficiency and help us deliver our mission. We will also develop a long term location strategy. This work will be led by our Director of Services and her team.

ONGOING THEMES

In addition to leading from the front on the five key investment and development priorities outlined above, we will also continue to steadfastly support our volunteers and work together build a strong charity which delivers exceptional services for our members, beneficiaries and the walking public. We will provide this support through continual investment into teamwork, governance and devolution, across all three years of the rolling business plan.

STRUCTURE

At the heart of everything we do are our members who support our values and deliver the vast majority of our work by volunteering their time and energy. At our annual general meeting - called the General Council - these volunteers elect a Board of Trustees who strategically run the charity on their behalf. Formally we are the Ramblers Association, but we operate as the Ramblers.

Whichever nation they call home, every member who joins us is part of Ramblers Great Britain. Ramblers Cymru and Ramblers Scotland operate independently but within the Ramblers GB family. Areas in Scotland and Wales elect a national council similar to the General Council. These councils elect an executive committee who set the strategic direction and policy for our work in Scotland and Wales. Our GB strategic framework and business plan is supported by equivalent documents for Ramblers Cymru and Ramblers Scotland.

Trustees delegate responsibility for the day to day leadership and management of the charity to our Chief Executive Officer (CEO) and her Senior Leadership Team (SLT). The SLT provides overall leadership to the organisation and oversees the development and delivery of the business plan. The SLT comprises five departments, reporting into the CEO, who is supported by two additional direct line reports: Senior Executive Officer (this role) and Governance Manager:

- Advocacy and Engagement – lobbies and advocates on behalf of walkers, campaigns to bring about positive change for walkers and engages our supporters to help us to deliver our mission and raise our profile. Oversees policy, communication and *walk* magazine.
- Delivery and Development – provides volunteer leadership and a consistent approach to the management and support of our volunteers across the Ramblers. Helps people to walk through providing group walks, self-guided routes and path maintenance activities.
- Membership and Fundraising – understands the needs of our membership and recruits, retains and motivates them, by providing a strong and attractive membership offer. Leads fundraising activities to enable the charity to remain free to deliver its charitable aims.
- Services – provides the underpinning infrastructure to support the delivery of our mission, across Great Britain, through the provision of finance, human resources, facilities and ICT services along with oversight of business risk, business planning and legal compliance.
- Data and Digital Transformation – leads the delivery of our new strategic data programme for the three years from 2018-2020, to deliver the agreed benefits and return on investment (ROI) to the Ramblers. Temporary division for the duration of this programme.

There are also teams in Ramblers Cymru and Ramblers Scotland, reporting via their Directors, to the Chief Executive. These teams deliver the business plans for their nations as outlined above. As a small charity with big ambitions, all our work is delivered in a genuinely cross-team, collaborative way. Whichever team you join, you have the opportunity to contribute to delivering all aspects of

our mission. Our staff all have a passion for walking and the outdoors, a love for our volunteer-led delivery model, and a commitment to make ambitious plans happen in a fast moving environment.

THE ROLE

The role of Senior Executive Officer is to provide a highly professional and wide-ranging executive personal assistant and administration support service to the CEO. The Senior Executive Officer reports directly to the CEO and supports her with relevant administration activity, providing secretariat and planning support to the SLT and to staff team meetings and conferences, as well as supporting other meetings as required. The Senior Executive Officer is also expected to lead on specific development projects as requested by the CEO and SLT. This is an exciting time to join the Ramblers team and a great opportunity to make a lasting and tangible impact on our future success as we transform and reposition the Ramblers to ensure we remain relevant and reach out to future generations.

KNOWLEDGE, SKILLS AND EXPERIENCE

Applicants will need to demonstrate excellent leadership, management and partnership building skills. We are looking for an experienced senior manager with exceptional brand-building, marketing, communication and policy development skills and a track record of innovation, insight and impact, able to demonstrate effective reach and engagement of both loyal and new supporters. The Director will need to be able to build, and lead, high performing staff and volunteer teams.

BUSINESS PLAN OBJECTIVES

The Senior Executive Officer will support the CEO and SLT through annual objectives which are set each calendar year, in consultation with the CEO, and in line with the Ramblers three year business plan and role profile. The Senior Executive Officer will be responsible for resources and will be expected to work in partnership and collaborate effectively with key stakeholders, partners and suppliers - both internally and externally.

SLT STRUCTURE AND REPORTING LINES

This role reports into the CEO, and supports the CEO and wider SLT. The role does not have any direct staff reports at the present time but is responsible for liaising with office volunteers.

CANDIDATE APPLICATION INFORMATION

Please refer to the role profile (job description) included below, to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job. Then send us your CV and a covering letter by Sunday 20 January 2019.

- Shortlisting - Tuesday 22 January 2019.
- Interviews - Tuesday 29 (all day) & Wednesday 30 (am) January 2019, Vauxhall, London.
- Start Date - from Monday 4 February 2019.

Your CV and cover letter can be e-mailed to recruitment@ramblers.org.uk or posted to:

Human Resources
Ramblers
2nd Floor Camelford House
87-90 Albert Embankment
London
SE1 7TW

Any applications arriving after this deadline will not be considered for shortlisting unless there are exceptional reasons.

Candidates with disabilities and special needs: please tell us if there are any reasonable adjustments we can make to assist you in your application. If you have a disability which you

would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember you can request information in large print or in a different format.

Guidance for CV Applications

Guidance for CV and cover letter submission: please send an up to date relevant CV including contact details of two referees. Note: - we will not take up references before shortlisting. Please also complete our Equal Opportunities Monitoring form by downloading from the jobs section of our web page <http://www.ramblers.org.uk/jobs.aspx>

This job pack contain information about the Ramblers, the job vacancy and the person required. You should read these carefully to make sure that the job and conditions are suitable. It is our intention to appoint the best candidate for every vacancy in accordance with our Equal Opportunities Policy. To do this fairly, within the overall recruitment process at stages throughout the process we will need all candidates to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and which are regarded as essential to the job.

Providing a covering letter is the most important part of your application. It should be used to tell us how you think you meet the selection criteria listed on the knowledge, skills and expertise section of the job description. Draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job. It may be easier to use headings relating to the requirements detailed in the person specification and demonstrate how you meet them. Please ensure your covering letter is no more than 2 pages long (2 sides of A4).

The Ramblers is an equal opportunities employer. Candidates should note that our recruitment procedures are carried out in accordance with equal opportunities principles and selection is based on how well candidates meet the objective criteria, which are stated as the requirements for the job. We welcome applications from individuals regardless of race, gender, disability, gender re-assignment, marriage & civil partnership, sexual orientation and pregnancy or maternity.

We ask that all candidates for this post complete the Equal Opportunities Monitoring Form available from the job page of our website - <http://www.ramblers.org.uk/jobs.aspx>, which will enable us to monitor the effectiveness of our Equal Opportunities Policy. The information is kept confidentially within the HR Department. We regret that we are unable to acknowledge receipt of applications, but please telephone the HR Department on 020 7339 8500 if you want to check yours has been received. If you do not hear from us within four weeks of the closing date please assume that you have not been shortlisted.

Role Profile

Job Title: Senior Executive Officer	Responsible to: Chief Executive
Department/Division: Senior Leadership Team	Responsible for: Office volunteers
Contract: Permanent	Hours: 35 hours
Band: 4	Location: Central Office, London
<p>Purpose of Role:</p> <p>To provide a highly professional and wide-ranging executive personal assistant and administration support service to the Chief Executive Officer (CEO).</p> <p>To directly support the CEO with relevant administration activity, providing secretariat and planning support to the Senior Leadership Team (SLT) and to staff team meetings and conferences, as well as supporting other meetings as required.</p> <p>To lead on specific development projects as requested by the CEO and SLT.</p>	
<p>Key Responsibilities:</p> <p>Diary management</p> <ul style="list-style-type: none"> • To maintain short, medium and long-term diaries for the CEO. • To make necessary travel and accommodation arrangements for meetings and other appointments for the CEO, and by prior agreement, for the SLT too. • To operate a system to ensure the CEO is fully briefed in advance for meetings, including recommending solutions where appropriate. • To liaise with external stakeholders with which the CEO and/or SLT require representation and to be involved in planning and organising such events as required and appropriate. <p>CEO and SLT meeting administration</p> <ul style="list-style-type: none"> • To make administrative arrangements and conduct the planning for the monthly SLT meeting, weekly SLT briefings, monthly staff meeting, annual staff conference, and other internal and external meetings and conferences as necessary. • To provide high-level secretariat support to key internal and external meetings involving the CEO, including preparing agendas, co-ordinating and/or writing papers, producing minutes, and ensuring follow-up actions are progressed to a satisfactory conclusion. • To liaise with venue, suppliers and delegates to arrange catering, accommodation, transport for meetings and events as and when required. <p>CEO correspondence</p> <ul style="list-style-type: none"> • To act as first point of contact for the CEO, proactively and promptly reviewing and tracking incoming enquiries such as emails, letters, post, zendesk (database and correspondence system), invitations, complaints and other correspondence. • To respond to incoming correspondence proactively and directly, delegating to colleagues, or 	

advising on responses to the CEO where necessary and appropriate.

- To provide clarity of outcomes / actions in all cases, ensuring high quality and timely responses and following all correspondence to resolution in a professional manner.

Finance

- To maintain and oversight the budget for the CEO, and for SLT meetings, in a timely and accurate fashion.
- To carry out general administration associated with CEO budget such as preparing invoices, preparing purchase orders.
- To complete expenses for CEO and process expenses for SLT.
- To adhere to Ramblers financial processes and procedures at all times.

Reporting

- To prepare research, reports, memos and presentation material as required, noting the need for accessibility in all documentation from all sources.
- To prepare induction packs when requested for a range of external stakeholders.
- To manage and archive CEO and Executive Officer documentation files and records.

General

- To take on specific development projects and programmes, as agreed with CEO and SLT as appropriate.
- To deliver support in line with Ramblers values, code of conduct, vision, strategic framework, business plan, policies and procedures.
- To be able to work flexibly, occasionally having to work early or late and be away for occasional meetings/events as required to fulfil the demands of the role.
- To undertake such other duties as may be reasonably required of the post holder by the Ramblers.

Decision-making

The post-holder is expected to make decisions or recommendations within the scope of the role and Ramblers policies and guidelines.

The post holder must be able to exercise discretion in the work they do and ensure quality of service delivery

Guidance is available on more complex matters

Analysis and Initiative

The solutions to issues or problems are not always obvious and investigation is needed before choosing a way forward. This is likely to involve interpreting existing standards, policies and procedures and seeking technical or specialist guidance. Initiative is required to help find ways to improve working practices and procedures in own area of work.

Communicating

The post-holder will communicate with a wide range of colleagues and volunteers to ensure that the decisions of the Chief Executive are understood.

People

There are no line management responsibilities currently attached to this role, however, the post holder will have supervisory responsibility for office volunteer(s).

The post holder is responsible for liaising with the CEO, SLT, Chair, all of the Ramblers staff, and senior

stakeholders in external organisations.

Resources

The post holder is responsible for managing a budget.

Knowledge, Skills and Expertise

- A successful track-record of working with a comparable senior (CEO) role in a complex organisation.
- A successful track record of building strong working relationships with senior stakeholders at director and trustee level and operating with tact and diplomacy.
- Able to work collaboratively, with a range of colleagues across the wider organisation, as well as with external stakeholders.
- Excellent interpersonal, diplomatic, oral and written communication skills.
- Highly competent at taking minutes and circulating agendas and meeting papers.
- Sound understanding of data management. Excellent IT skills across standard packages.
- Demonstrable experience in producing high quality professional communications: especially accurate editing and proof-reading, with excellent attention to detail.
- Demonstrable experience of researching, collating and writing briefing materials and management information reports.
- Experience of managing processes and influencing effectively.
- Experience of overseeing and mentoring employees or volunteers.
- A self-starter, capable of acting on own initiative and proactively managing competing demands deadlines, and time pressures and able to multi-task effectively.
- Demonstrable level of numeracy and ability to analyse statistical and financial data.
- Well placed sense of judgement and political skills, able to exercise discretion and confidentiality at all times.
- Evidence of an ability to generate and implement creative solutions.
- A genuine and demonstrable commitment to the values and ethos of the Ramblers.

Key Internal Contacts

- CEO
- Senior Leadership Team
- Chair of the Board of Trustees
- ICT
- Finance
- HR & Facilities

Key External Contacts

- Conference and Event Hire companies
- Consultants
- External stakeholders, funders and partners

Other essential requirements for the role-holder

Every member of staff is expected to show respect to their colleagues, our volunteers and members and to understand and adhere to the following:

- Ramblers Code of Conduct and Values
- Equality and Diversity Framework
- Health and Safety Policy
- ICT Security Policy

Staff should also ensure that they act in accordance with The Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, Fundraising Code of Practice, Ramblers financial instructions and UK employment law if applicable.

The details contained in the role profile, particularly the key responsibilities, reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Ramblers will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

CONDITIONS OF EMPLOYMENT

(a) **PAY**

The commencing salary of this role is between £30,000 - £40,000 pa depending on experience. Cost of living increases are normally applied, subject to approval, in October each year. Salaries are paid on the 28th of each month via bank credit transfer.

(a) **WORKING HOURS**

The working week is currently 35 hours per week, Monday to Friday, 9.30am – 5.30pm and these may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

(b) **TRAVEL**

For some roles, there is a requirement to travel across the nations and to regional offices (Cardiff and Edinburgh). There may also be, on occasion, the need for overnight stay. Reasonable travel and hotel expenses may be reclaimed using via Ramblers expenses procedures.

(c) **LEAVE**

Annual leave is 25 days per year plus paid holiday on statutory and other public holidays, this is pro rated for part time staff and staff on fixed term contracts. The Ramblers' office is closed on statutory holidays and from 24 December to 01 January inclusive. The office is also closed on 23 December when that day falls on a Monday; and on 02 January when that day falls on a Friday.

(d) **PENSION SCHEME**

All staff will be automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements, employees will see 0.8% of your earnings going to their workplace pension. In turn Ramblers will be obliged to add a contribution that is the equivalent of 1% of your earnings. Tax relief adds another 0.2%. These amounts will increase to a minimum of a 4% contribution from the employee, 3% from the employer, and 1% in tax relief from October 2018. In addition, Ramblers currently offer a higher level of contributions at 6% of your basic salary, provided employees contribute at least 5%.

(f) **PROBATIONARY PERIOD**

New employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post. At the end of this period and subject to a satisfactory performance you will be transferred to the established staff.

(g) **RAMBLERS MEMBERSHIP**

All staff on successfully completing their probation get free Ramblers Membership. This gives you access to hundreds of group led walks every week, Ramblers Routes online library as well as four issues of Walk magazine a year. In addition you will be entitled to a host of membership discounts and offers.

(h) **TRADE UNION MEMBERSHIP**

The Ramblers recognise the Union Unite. The Union has sole consultation rights within Ramblers for terms and conditions of employment and other matters concerning staff. The Ramblers encourages all employees to join the union.

(i) **FLEXIBLE WORKING**

After 26 weeks continuous service, Ramblers will consider applications for flexible working arrangements. The Ramblers will enable as many jobs to open to job sharing as is operationally practicable.

(j) **SEASON TICKET LOANS, CYCLE TO WORK AND CHILDCARE VOUCHER SCHEMES**

The Ramblers operate a childcare voucher scheme (available upon joining), a season ticket loan and cycle to work schemes (available after 3 months service).