

Flexigroup toolkit: 5. Role description: Principal contact



Overview

Flexigroups are an easy way of creating and maintaining a local organisation with its own identity within the Ramblers without going through the bureaucracy of setting up and maintaining a traditional Local Group. They specialise in specific tasks such as running a particular kind of walks programme.

Flexigroups are run by a Coordination Team (see section 4) who make an agreement with their Area, and there is no requirement for a specific number of people or specific roles within the team other than a Principal Contact. This is to enable easy communications between the flexigroup, the Area and Ramblers central office.

The role

In addition to being a Coordination Team member (see section 4 of the flexigroup toolkit), you will be the flexigroup's central point of contact for the Area and central office, providing information on activities and answering queries. You agree to provide an email address and/or phone number that will be publicised as the main contact point for the flexigroup for the public and will be given out by Ramblers offices and the Area where appropriate (this task could be delegated to another volunteer although all flexigroups must have a public contact). Your tasks might include:

- Passing on information from central office and the Area to the appropriate Coordination Team members.
- Answering requests for information from central office and Area.
- Requesting contact details of members from central office as necessary and ensuring they are handled under the Ramblers data protection policy.
- Giving information about the flexigroup to the public by phone or email.

Skills and experience

- Excellent communication skills
- Ability to work in a team
- Computer literate and contactable by phone and email
- Enjoyment of walking and an affinity to the Ramblers' charitable aims

Resources

For information about resources available for this role see the Flexigroup Toolkit.

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