



# **Rickmansworth Waterways Trust**

## **General Manager – Job Description**

**Document Number S03**

**Date Reviewed and Approved by the Trustees – February 2021**



## **ROLE**

- To ensure the smooth running of the Trust in all areas listed below.
- To provide a single point of contact for the Trust dealing with or devolving general enquiries to nominated personnel in a timely manner. This will involve dealing with incoming calls, emails, post and people in person.
- To ensure that the Trust's assets are in good condition and that appropriate maintenance takes place when required.
- To encourage, manage, recruit and develop existing and new volunteers to the Trust.
- To record activity and prepare and present reports to the Trustee Board as requested. To attend Trustees meetings.
- To attend the meetings of and take an active role in the Trust's Operations Group.
- To respond to emergencies and, where appropriate, report back to the Chair of Trustees or other Board member.
- To develop and foster external relationships with organisations having a role with or influence on the Trust.
- To develop the adoption agreement between RWT and the Canal and River Trust organising, when necessary, volunteer and other proactive task led sessions.
- To foster, encourage promote and organise volunteering opportunities undertaken by third party organisations to complete tasks necessary for the general well being of the Trust.

## **PRINCIPAL DUTIES**

### **The Canal Centre**

- To assist, in conjunction with the appropriate volunteers, in ensuring the Lock Centre (LC) is open and adequately staffed and that its friendly and helpful atmosphere is maintained.
- To assist in the maintenance and presentation of the LC including, in conjunction with the appropriate volunteers, ensuring the availability of adequate stock levels and consumables.
- To organise and assist with the maintenance of the grounds surrounding the LC including the garden and the area between Batchworth and Stockers locks.
- To oversee the financial operations in the LC and to provide the Treasurer with a weekly reconciliation of all transactions.
- To produce monthly statistics on the level of activity, including financial, in the LC.
- To ensure the maintenance of the required housekeeping and hygiene standards.



### **RWT Charters/Ferry Trips**

- To assist in the marketing and managing of the RWT charters in conjunction with the appropriate volunteers and to offer support and assistance when required.
- To undertake training to RYA/CCBM standard in order to provide cover for ferry trips and charters.

### **The Education Centre**

- To open and close the building 5 days a week or as appropriate.
- To ensure everything is in working order and the building is clean and tidy.
- To ensure sufficient stock of soap, paper towels, cleaning materials etc.
- Maintain the outside environment
- To complete the administration associated with the building
- Arrange a system for booking the building giving priority to LatL
- Market the facility with appropriate local organisations by email, phone and in person.
- Ensure there is clear pricing structure for hiring/using the hall
- Organise seating, projectors, tea/coffee etc for talks and other activities as appropriate
- Give day time talks to adult groups
- Ensure good communication and clarity of roles are maintained with the Education Programme Manager

### **Other Duties**

- To perform other duties as requested and negotiated with the Trustee board.
- To undertake flexible working hours as required and agreed with the line manager/Trustee Board

The post holder is at all times responsible to and a representative of RWT and the Trustee Board.