

General Manager Vacancy



General Manager – The Mid-Norfolk Railway

Location: Dereham, Norfolk, NR19 1DF, United Kingdom

Salary Package: Available upon application

Contract Type: Full-Time (Part-Time or Interim considered)

Are you a strategic thinker with a proven ability to drive commercial success while ensuring operational excellence? The Mid-Norfolk Railway Preservation Trust is seeking a proactive and innovative General Manager to lead day-to-day operations and spearhead our growth and sustainability efforts.

About Us: The Mid-Norfolk Railway is a leading heritage railway combining historical preservation, tourism, and community engagement. With ambitious plans for the future, we need an exceptional General Manager to help us achieve our commercial, operational, and safety objectives.

The Role: As General Manager, you will:

- Lead and manage all aspects of the railway's operations, with a strong focus on commercial growth and safety.
- Work closely with the Board of Trustees to implement the railway's strategic plan.
- Drive stakeholder engagement to strengthen partnerships and community ties.
- Ensure compliance with safety and regulatory standards.
- Foster a positive culture among staff, volunteers, and stakeholders.

About You: We are looking for a leader with:

- Proven senior management experience, ideally in heritage, tourism, or non-profit sectors.
- Strong commercial acumen and a track record of driving revenue growth.
- Commitment to safety, compliance, and operational excellence.
- Excellent leadership, communication, and team-building skills.

What We Offer:

- A unique opportunity to shape the future of a prominent heritage railway.
- A collaborative and supportive working environment.
- Flexibility to adapt the role for the right candidate, including interim or part-time options.

How to Apply To apply, send your CV and a cover letter outlining your suitability for the role to jobs@mnr.org.uk. This is an open-ended recruitment process; applications will be reviewed on a rolling basis, with interviews scheduled as suitable candidates are identified.

Join us in preserving the past while building the future of the Mid-Norfolk Railway!

Job Description and Person Specification



Job Description: General Manager

Location: Mid-Norfolk Railway Preservation Trust (MNR)

Reporting to: Board of Trustees

Responsible for: Operations Manager and Heads of Departments

Overview:

The General Manager of MNR is responsible for leading day-to-day operations, ensuring the railway operates efficiently and safely, and driving commercial and strategic success. This pivotal role involves overseeing all aspects of the railway's business, including planning, delivery, stakeholder engagement, departmental finances, and regulatory compliance.

Key Responsibilities

Strategic Planning:

- Develop and implement the railway's strategic plan in collaboration with the Board of Trustees.
- Align departmental goals and initiatives with the railway's overall strategic direction.

Leadership:

- Provide effective leadership to senior management and Heads of Departments, ensuring operational and safety standards are upheld.
- Foster a positive culture, support change management, and motivate staff and volunteers.

Commercial Operations:

- Oversee daily commercial activities and develop strategies to drive revenue growth.
- Ensure financial sustainability through effective planning and management.

Safety & Compliance:

- Ensure compliance with safety and regulatory standards across all operations.
- Promote a culture of safety for employees, volunteers, and visitors.

Stakeholder Engagement:

- Act as the primary liaison between the railway and external stakeholders, including government bodies, local communities, and partners.
- Represent the railway at public events and tourism initiatives.

Board Relations:

- Report directly to the Board of Trustees, providing regular updates on financial, safety, and operational performance.
- Collaborate with the Board on strategic challenges and opportunities.

Volunteer Management:

- Oversee the recruitment, training, and engagement of volunteers.
- Maintain a motivated and skilled volunteer workforce to support operations.

Person Specification

Experience:

- Proven senior management experience, preferably within the heritage, tourism, or nonprofit sectors.
- Demonstrated ability to manage commercial operations and develop revenue generation strategies.

**Skills and Attributes:**

- Strong leadership and team-building capabilities.
- Strategic thinker with the ability to drive organisational growth.
- Excellent communication and stakeholder engagement skills.
- Commitment to maintaining high safety and compliance standards.

Working Conditions:

- This role may require occasional travel, attendance at relevant evening meetings and weekend events.

Application Process

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