

### Job Description

Role:	<b>Regional Support Officer (North Wales)</b>
Location:	Home based with travel and flexible working expected*
Hours:	Part-time (approx. 17.5 hrs a week) (flexibility required and flexible working options provided)
Contract:	One year fixed term contract (renewable)
Reporting to:	Head of Services
Date prepared:	June 2022

FCN is a charity and voluntary organisation operating across Wales and England providing free and confidential support to farming families facing difficulties in the farm business or in the home, which are causing them stress and anxiety. Many of our 400+ volunteers are from farming backgrounds and we are trusted by the farm community. FCN is looking to develop its presence and services in Wales responding to increasing uncertainty in the farming sector.

#### **We are recruiting a part-time Regional Support Officer (North Wales) reporting to the Head of Services, who is based in England.**

You will be working closely with colleagues and volunteers in Wales to ensure FCN is providing an excellent and sympathetic service to the farmers we support. This will involve facilitating and conducting training, managing the allocation of case work, working with Volunteer Coordinators to support the volunteer recruitment and induction processes and playing a key role in developing awareness of FCN in the country. You will also be assisting with local PR opportunities and developing fundraising and training opportunities, working closely with other colleagues with oversight of these areas.

You will be part of the FCN Cymru team which consists of two other members of staff.

Now is an exciting time to be joining FCN – we are implementing our five-year strategy, 'Fit for a New Farming Future' (2020-25), and we are working with a wide range of stakeholders to create a resilient farming future for the next generation of farmers.

You will be working under your own initiative for much of the time, and will need a valid, clean, driving licence and own transport. Mileage expenses are reimbursed. You will be sympathetic to the mission and ethos of FCN, which is founded on Christian principles.

#### **Principal Tasks:**

You will play a vital role in supporting volunteers in Wales and help to bolster the reputation of FCN. Using your extensive knowledge of the farming sector in Wales, you will be the primary contact for volunteers in the region, providing supervision and acting as a point of contact between volunteers and the national office team.

You will also work with and support local volunteers to reach out to farmers and farmworkers and their families at marts, shows and other occasions as appropriate. You will have excellent communication and presentation skills and be confident in front of audiences. You will have strong organisational skills and experience of communicating and working with large groups spread across multiple sites and locations.

**Key responsibilities for this role include:**

- Case work management allocation, referral and follow up (liaising with Volunteer Coordinators and case work volunteers).
- Oversight/management of cases in the region.
- Facilitate and conduct training for FCN County Groups (supported by Regional Lead).
- Be the link with professional consultants and regional agencies via the Professional Services Network.
- Support and liaise with volunteers, volunteer coordinators, other members of staff and manage volunteer recruitment and induction process and develop best practice.
- Ensure volunteer DBS and safeguarding requirements are fully assured.
- Conduct inductions, annual volunteer support and development appraisals.
- Provide regular reports to the management team.
- Support emergency response on a regional basis e.g. weather events and disease outbreaks
- Assist in internal and external training and identifying and developing fundraising opportunities

**Job specification Regional Support Officer (North Wales):**

“Must have” criteria:

- Extensive knowledge of the farming industry in Wales.
- Welsh-speaking.
- Able to provide leadership to volunteers when required.
- Full, clean driving licence and access to own vehicle.
- Confident, personable, able to promote FCN and adapt to the culture of the charity.
- Excellent face-to-face and online communication skills.
- Good PR skills and able to develop relationships with the press and develop fundraising opportunities.
- Proficient at using MS Office suite programmes including Word, Excel and PowerPoint.
- Excellent project management skills and can work to deadlines.
- A team player who is motivated and able to work independently for prolonged periods.
- Ability to be home-based and work in a mobile and flexible fashion.
- Is used to working effectively in small teams and through remote technologies such as Zoom.

**Desirable to have qualifications:**

- A background in farming or associated businesses – able to discuss farming matters knowledgeably.
- Has worked in the charity sector previously.
- To have completed Higher Education (A-Levels, HNC, HND, foundation degree, bachelor’s all considered).

**The salary for this role is £25,200 pro rata. (i.e. 17.5 hours per week – £12,600)**

\*You may also be requested to support surrounding regions if required in emergency situations or to cover annual leave or absences. There may be occasions when it is necessary to attend

evening or weekend events. In these cases, compensation will be considered on a case by case basis in the form of time-off in lieu.

To apply for this role please send a CV and an expression of interest letter highlighting how you meet the criteria outlined to [debbie@fcn.org.uk](mailto:debbie@fcn.org.uk).

FCN is an inclusive employer and welcomes applications from anyone supportive of our mission, ethos and work helping to create a thriving future for farming in the UK.