



**Candidate Brief For  
The Position Of  
Volunteer Director  
Loch Ness Hub Ltd**



**LOCH NESS HUB & TRAVEL**  
COMMUNITY OWNED & RUN



# About Loch Ness Hub

Loch Ness Hub and Travel is a community benefit company in Drumnadrochit. Offering baggage and shuttle transfers for the Great Glen Way, e-bike hire, tours, tickets and visitor information services, Loch Ness Hub and Travel is a one-stop shop for visitors exploring Glen Urquhart and Loch Ness.

The original business plan stated:

To establish and operate a Community Benefit Society; Loch Ness Hub, to provide sustainable services that are valued by both the local community and visitors to the area and that will create jobs and employment for locally based people. Loch Ness Hub will incorporate community transport facilities that will provide a number of active travel services for local people and a visitor information service that will support the vibrant tourism sector around Drumnadrochit, Glen Urquhart, Strathglass and the wider Great Glen area running from Fort William to Inverness.

The project is supported by both Glen Urquhart Rural Community Association (GURCA) (now anchor shareholder and recipient of community benefit funds), a local development trust, and Soirbheas a local development charity. Loch Ness Hub will operate from the existing purpose-built Visitor Information Centre located in Drumnadrochit village car park.

From 2021 to 2024 Loch Ness Hub has gone from strength to strength and in 2024 was awarded, Real Living Wage Accreditation, Green Tourism GOLD Accreditation, winner in three categories of the Highlands and Islands Thistle Awards and 2 x Winners at the National Visit Scotland Thistle Awards.

'The Hub', as it has become affectionately known locally, has exceeded the original business plan and in 2024 turned over approximately £500,000.

The Hub has become a leading supplier in baggage transfers for those walking the long distance trails in the Highlands. The pride and passion of staff shines through in their work, ensuring that visitors to the area receive world class service and the Hub acts as a welcoming face of the community.

Sustainable and authentic visitor experience are at the forefront of what the Hub now delivers, with a special collaboration with a local crofter in delivering now famous Highland Cow tour experiences.

The hub is seen as an exemplar in Community Led Tourism and is often consulted by communities across Scotland, the UK and Europe.



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# The Organisation

Loch Ness Hub Ltd T/A Loch Ness Hub and Travel, is a community benefit society (BenComm) that is led and steered by a volunteer board of directors. The early days required a lot of director time and expertise but the board now plays a more strategic role. The team are all employed, with approximately 7 year round and 7 seasonal staff.



## The Board

- Carolyn Wilson, **Chair**
- Andy Griffin, **Vice-Chair**
- Karen Maclean, **Secretary**
- Gordon Findlay, **Treasurer**
- Julie Dell, **Director**
- Jackie Hodgkinson, **Director**
- Keiron Tarling, **Director**
- Judi Crichton, **Director**
- Megan Grant, **Director**

## The Team

- Russell Fraser, **Managing Director**
- Alice Gibbs, **Manager**
- Katie Grainger, **Operations Supervisor**
- Lewis Draper, **Operations Supervisor**
- Rebecca Trotter, **Service Advisor/Marketing**
- Grace Robinson, **Service Advisor/IT**
- Nikki Plant, **Public Facilities Supervisor**



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# The Opportunity

Loch Ness Hub has grown in strength and stature in recent years and is now seeking to expand its current Board of Directors.



Loch Ness Hub, an award-winning community enterprise in Drumnadrochit, is inviting local community members to join its board of directors as volunteers. This is an exciting opportunity to help shape the future of a thriving business that promotes sustainable tourism, supports local employment, and enhances community life.

As a volunteer director, you'll play a key role in setting the strategic direction of The Hub, ensuring it meets the needs of both the community and visitors while protecting the stunning Loch Ness environment. The Hub serves as a gateway to the area, supporting local businesses and showcasing the Highlands as a world-class destination.

We're looking for individuals with a passion for the area and skills in fields such as business, tourism, finance, marketing, or community development. By bringing your unique expertise, you can help Loch Ness Hub grow and thrive. This is also a chance to develop leadership skills, build connections, and contribute to a successful community-led enterprise.

If you're eager to make a difference and be part of a team dedicated to driving positive change, join us as a volunteer director. Help shape the future of Drumnadrochit and create lasting impact for the community and beyond.



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# The Commitment - How To Apply

The commitment of board directors has significantly declined in recent times and there has never been a more exciting time to join

## Experience, Knowledge & Skills

Becoming a volunteer director for Loch Ness Hub is an opportunity to contribute to the strategic direction of the enterprise. While previous experience as a director or in community leadership is not essential, individuals with experienced skills in business, finance, marketing, tourism, or community development are particularly welcome. Directors play a vital role in ensuring the Hub operates effectively, sustainably, and in line with community values. Strong communication, teamwork, and problem-solving abilities are valuable assets in this role, as is a genuine passion for supporting sustainable tourism and the local economy.

## Commitment

Volunteer directors are expected to attend at least 75% of Board meetings. These meetings are typically 1-2 hours long and provide the opportunity to discuss strategic goals, review operations, and make decisions that support the Hub's mission. Directors may also be asked to contribute to specific projects or sub-committees, depending on their expertise and availability. While the role requires a commitment of time and energy, it is a rewarding opportunity to make a meaningful impact on the community and the future of Loch Ness Hub.

## Key Dates

Board meetings are held monthly except July and December. Typically held on Tuesday evenings in Glen Urquhart Public Hall.

## To Apply

If you are passionate about making a difference in your community and supporting the success of a vital enterprise, please send a covering letter to:

Russell Fraser MD - [russell.fraser@lochnesshub.co.uk](mailto:russell.fraser@lochnesshub.co.uk)

Or

Carolyn Wilson - Chair - [carolyn.wilson@lochnesshub.co.uk](mailto:carolyn.wilson@lochnesshub.co.uk)



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Loch Ness Hub Ltd, The Car Park, Drumnadrochit

IV63 6TX

01463 832 566

10:30am - 3:00pm

[bookings@lochnesstravel.com](mailto:bookings@lochnesstravel.com)



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