



**RECRUITMENT INFORMATION**  
**For the position of: OPERATIONS ASSISTANT**

<p><b>How to apply</b>          Please include your completed Application Form and CV, otherwise your application will be deemed as incomplete and will not be progressed</p>	<p>To apply for this position please email the following documents to the Finance and Payroll Manager at:  <b>recruitment@swanagerailway.co.uk</b> or post to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p> <ul style="list-style-type: none"> <li>• <b>Completed application form</b></li> <li>• <b>CV setting out career history with job responsibilities and achievements.</b></li> <li>• Please ensure you clarify any gaps in your work history.</li> </ul>
<p><b>Selection methods and offer</b></p>	<p>SRC will acknowledge your application. Shortlisting will be done by reviewing the evidence presented in your application against the key requirements set out in the box at the bottom of page 2 of the Job Profile.</p> <p>Shortlisted candidates may be required to undergo one or more selection tests in addition to sitting a panel interview. You will be advised in advance of if you are required to undergo any selection tests and what the tests involve. Any offer of appointment will be subject to satisfactory clearances including employment references, medical clearance by the company's Medical Adviser.</p>
<p><b>Arrangements for interview</b></p>	<p>Expenses incurred during the recruitment process will not normally be reimbursed. Please let us know if you have any particular requirements if you are invited for interview.</p>
<p><b>Reserve lists</b></p>	<p>If we receive applications from more suitable candidates than we have vacancies for we may hold applicants on a reserve list for 12 months and future vacancies requiring similar skills and qualities could be offered to candidates on the reserve list without a new competition.</p>
<p><b>Closing date</b></p>	<p>The deadline for applications is 12 noon on <b>Tuesday 28<sup>th</sup> May 2019.</b></p>
<p><b>Alternative formats</b></p>	<p>If you wish to receive a hard copy of the information please telephone 01929-425143 or email recruitment@swanagerailway.co.uk. If you cannot apply online please post applications to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p>
<p><b>Indicative recruitment timeline</b></p>	<p>Advert closing date: <b>28<sup>th</sup> May 2019.</b>          Short-listing: w/c <b>28<sup>th</sup> May 2019.</b>          Interviews: <b>Friday 7<sup>th</sup> June 2019.</b></p>

**Terms, conditions and benefits**

<p><b>Appointment term</b></p>	<p>Permanent, subject to 6 months probation.</p>
<p><b>Place of work</b></p>	<p>Swanage station and surrounding sites.</p>
<p><b>Work arrangements</b></p>	<p>Full-time, 40 hours per week. Must be able to travel to other SRC locations as required</p>
<p><b>Salary range</b></p>	<p>Circa £20,000 per annum,</p>
<p><b>Pension</b></p>	<p>Defined contribution scheme for eligible staff through NEST.</p>
<p><b>Annual leave</b></p>	<p>30 days including public and bank holidays,</p>
<p><b>Hours of work</b></p>	<p>40 hours per week. Flexibility required to include some evenings, weekends and Bank Holidays</p>
<p><b>Other benefits</b></p>	<p>Subject to length of service, eligibility for some rail passes subject to ATOC conditions</p>

## JOB PROFILE

This profile is in three parts. It is designed to give clarity around *what* the job entails (Part 1), the *personal qualities, skills and experience* needed to perform it well (Part 2) and the *key requirements* of the job we will focus on for recruitment and selection purposes (Part 3).

### Part I: Job description

<b>Job title:</b>	<b>OPERATIONS ASSISTANT</b>
<b>Reporting to:</b>	Operations Manager
<b>Direct reports:</b>	N/A
<b>Budget holder:</b>	No
<b>Place of work:</b>	Swanage Station and surrounding site, with travel to all Swanage Railway locations as required. Occasional travel to external locations.
<b>Contract type:</b>	Permanent, subject to probationary period.

#### Job purpose

The job contributes to Swanage Railway Company's success by assisting in the supervision of our staff (volunteers and employees) and the efficient and safe operation of our trains so that our visitors have an enjoyable experience.

#### Key accountabilities

1. Responsible for all aspects of rostering for the delivery of all operational services.
2. Stock control and ordering of consumables.
3. Supervision of tidiness and presentation of the Loco Shed and surrounding area.
4. To provide cover for operational duties, as required, including Responsible officer\*, guarding\*, signalling\*, firing\*, driving\* and shunting\*.

#### Additional responsibilities

- Deputise for the Operations Management team in their absence.
- Supervise the operation of carriage wash.
- Supervise operational duties within the Locomotive Shed.
- Comply with SRC's Health and Safety Management system as it applies to this role.
- Any other duties as required by Swanage Railway Company.

(\* Subject to holding appropriate competencies).

#### Suitability

- This job is **suitable** for someone who is organised, adaptable, willing to 'go the extra mile', and understands the need to work positively with colleagues to ensure the safe operation of trains and the enjoyment of passengers.
- This job is **unsuitable** for someone who prefers to work alone and has a 'one job at a time' approach.

## Part 2: Person specification

Attributes	Essential	Desirable
<p><b>Qualifications and training</b></p>	<ul style="list-style-type: none"> <li>• Educated to GCSE (or equivalent) in at least English and Maths.</li> </ul>	<ul style="list-style-type: none"> <li>• 'A' Levels</li> <li>• Valid medical.</li> <li>• In-date with Bi-annual Rules Competence/knowledge.</li> <li>• Valid competencies in one, some or all of the following:               <ul style="list-style-type: none"> <li>○ Driver (steam or diesel).</li> <li>○ Fireman</li> <li>○ Passed cleaner</li> <li>○ Signaller</li> <li>○ Guard</li> </ul> </li> <li>• Solid understanding of data protection protocols in relation to records management.</li> </ul>
<p><b>Knowledge, skills and experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a fast moving environment.</li> <li>• Supervisory experience.</li> <li>• Able to work collaboratively with colleagues.</li> <li>• Strong interpersonal skills.</li> <li>• Influencing skills.</li> <li>• Strong communication skills (verbal and written).</li> <li>• Able to multi task.</li> <li>• Excellent telephone manner.</li> <li>• Use of Microsoft Office including:               <ul style="list-style-type: none"> <li>○ Word</li> <li>○ Outlook</li> <li>○ Excel</li> <li>○ Access</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Route knowledge of Swanage Railway.</li> <li>• Radio communication protocols.</li> </ul>
<p><b>Personal qualities</b></p>	<ul style="list-style-type: none"> <li>• Organised and methodical.</li> <li>• Sense of urgency.</li> <li>• Initiative.</li> <li>• Assertive.</li> <li>• Team player but able to work autonomously.</li> <li>• Hands on approach.</li> <li>• Flexible.</li> <li>• Resilient.</li> <li>• Communication skills.</li> <li>• Problem solver.</li> <li>• Interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to 'think outside the box'</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"> <li>• Able / willing to work in a physically demanding environment.</li> <li>• Able / willing to undertake physically demanding tasks.</li> <li>• Able / willing to work flexible hours including evenings, weekends and Bank Holidays.</li> <li>• Valid driving licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Own transport.</li> </ul>
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### Part 3: Key requirements of the job

The following are core qualities and skills that we believe are *critical* to successfully performing the role – they are taken from this job profile. If you are applying for this job, these are the *key requirements* you will be asked to provide evidence of on page 2 of the application form. If you are unable to provide examples of how you meet these requirements your application is unlikely to progress further.

- Demonstrable experience of positive team work .
- Demonstrable experience of effective rostering.
- Demonstrable willingness to undertake some or all operational duties as the need arises.
- Demonstrable experience of efficient work place organisation.