



RECRUITMENT INFORMATION

For the position of: OPERATIONS MANAGER

<p>How to apply 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 recruitment@swanagerailway.co.uk or post to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p> <ul style="list-style-type: none"> • Completed application form • CV setting out career history with job responsibilities and achievements. Please ensure you clarify any gaps in your work history.
<p>Selection methods and offer</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 section 3 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>Arrangements for interview</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>Reserve lists</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>Closing date</p>	<p>The deadline for applications is 12 noon on Monday 4th February 2019</p>
<p>Alternative formats</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>Indicative recruitment timeline</p>	<p>Advert closing date: 4th Feb 2019 Short-listing: from 5th February 2019 Selection stage, including panel interview: Thursday 28th February 2019</p>

Terms, conditions and benefits

<p>Appointment term</p>	<p>Permanent, subject to probationary period of 6 months. Notice period following probationary period 3 months.</p>
<p>Place of work</p>	<p>Swanage station and surrounding sites.</p>
<p>Work arrangements</p>	<p>Full-time Must be able to travel to other SRC locations as required</p>
<p>Salary range</p>	<p>Circa £25000 per annum,</p>
<p>Pension</p>	<p>Defined contribution scheme for eligible staff through NEST.</p>
<p>Annual leave</p>	<p>30 days including public and bank holidays.</p>
<p>Hours of work</p>	<p>40 hours per week</p>
<p>Other benefits</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

Job title:	OPERATIONS MANAGER
Reporting to:	Business Department Directors
Direct reports:	3 direct reports – 2 full-time and 1 part-time. Responsible for the oversight of c200 volunteers.
Budget holder:	Yes
Place of work:	Swanage station and surrounding site, with flexibility to travel to other locations when required
Contract type:	Permanent

Job purpose

The job contributes to Swanage Railway Company's success by ensuring the safe and punctual operations of its steam and diesel heritage and Wareham services.

Key accountabilities

1. The safe and punctual operation of all timetabled and additional trains.
2. Department's compliance with Swanage Railway Safety Management System.
3. Ensure suitable numbers of trained and competent staff (volunteers and employees) in the grades within Motive Power, Signalling and Guarding, to deliver the train services.
4. Budget planning and management.
5. Ongoing contribution to and achievement of Department's Business Plan.
6. Ongoing development and dissemination of departmental competency standards.
7. Ongoing review and development of Operations Department's Departmental Standards Manual

Additional responsibilities

- Communication to the wider Railway of all timetabled and amended services including ongoing additions, cancellations and alterations.
- Ensuring provision and maintenance of plant, tools, equipment and consumables (including coal) required to deliver all rail services.
- Production and communication of Operational Instructions including amendments and temporary alterations to SRC Rule Book.
- Forecasting and planning of future train services, including physical and HR resource requirements/succession planning.
- Development of positive relationships across all grades within Department
- Development of a positive relationship with SRC Directors and Managers.
- Leadership of Operational emergency response and incident investigation.
- Development of the Department's Standards Manual.
- Promotion of a positive safety culture through the setting and achieving of safety targets.
- Supporting Volunteers in line with our Volunteer Commitment.
- Promotion of the Company's Purpose, Vision and Values.
- Any other duties as required by Swanage Railway Company.

This job **is suitable** for someone who provides inspirational leadership to their team and enjoys working with people in a variety of challenging physical environments.

This job **is unsuitable** for someone who prefers working in isolation and shies away from resolving issues.

Part 2: Person specification

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Educated to GCSE standard / equivalent in at least maths, science and English. • NEBOSH Certificate. 	<ul style="list-style-type: none"> • NEBOSH diploma. • Management Qualification to at least Certificate level or membership of appropriate professional body.
Knowledge, skills and experience	<ul style="list-style-type: none"> • Practical experience in Operation of Heritage Rail services. • Management of volunteers. • Financial Management. • Able to lead and develop teams. • Introducing and managing change. • Understanding statutory legislations and governance appertaining to the operation of Railways. • Effective decision making. • Incident investigation and reporting 	<ul style="list-style-type: none"> • Understanding of Mainline Rail Operations. • Operational Competence as a steam loco or diesel loco driver. <ul style="list-style-type: none"> ○ Knowledge and understanding of Signalman and Guard competencies. • Liaison with external statutory bodies (ORR, RAIB).
Personal qualities	<ul style="list-style-type: none"> • Strong interpersonal skills. • Able to absorb pressure and work calmly. • Problem solving. • Able to work autonomously as well as managing a team. • Initiative. • Effective communication skills (verbal and written). • Able to think and act impartially and independently. • Able to work flexibly (time and tasks). 	
Other	<ul style="list-style-type: none"> • The role is physically demanding in a challenging environment requiring working outdoors in all weathers. • Valid driving licence (including Cat. B). • The role requires flexible working including evenings, weekends and Bank Holidays. 	<ul style="list-style-type: none"> • Own transport. • Clean driving licence. • Prepared to work away from home.

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 successful Heritage Railway Operation at Supervisory level or above.
- Demonstrable understanding of Mainline Rail Operations
- Demonstrable experience of managing and developing multi-disciplinary teams including volunteers
- Effective time management and organisation.
- Experience of successfully introducing and working to drive efficiency