



RECRUITMENT INFORMATION

For the position of: **Passenger Services Assistant (Seasonal)**

1st April – 30th September, 1st April -31st October or 1st April to 31st December.

<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. • Please indicate on your application which period(s) you are applying for.
<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 Part 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.</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 9th March 2020</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: Sunday 8th March 2020 Short-listing: w/c Monday, 9th March 2020 Selection interviews: Wednesday 18th March 2020</p>

Terms, conditions and benefits

<p>Appointment term</p>	<p>Temporary, subject to probation. 1st April to 30th September 2019, 1st April to 31st October 2019 or 1st April to 31st December 2020.</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>£9.72 per hour.</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, pro rata</p>
<p>Hours of work</p>	<p>40 hours per week : flexible to include some weekends, Bank holidays and Evenings</p>
<p>Other benefits</p>	<p></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 1: Job description

Job title:	Passenger Services Clerk
Reporting to:	Passenger Services Manager
Direct reports:	N/A
Budget holder:	No
Place of work:	Swanage station and surrounding site, with flexibility to travel to other locations when required
Contract type:	Temporary: Either 1 st April to 31 st December, 1 st April to 31 st October or 1 st April to 30 th September.

Job purpose

This job contributes to Swanage Railway Company's success by generating and protecting income through the promotion of the Swanage railway to passengers, visitors and callers.

Key accountabilities

1. Generate income through the sale of tickets and merchandise.
2. Promote the safety of our passengers through the safe despatch of trains,
3. Promote positive relationships with passengers, visitors, callers and colleagues.
4. Assist in ensuring a clean, safe and positive working environment.
5. Maintain accurate records.

Additional responsibilities

- To comply with Company procedures in relation to cash handling.
- To meet and greet passengers, visitors and colleagues in a positive way.
- To promote other services and products offered by the Railway.
- To comply with Swanage Railway's Health and Safety Policy and procedures
- Any other duties as required by Swanage Railway Company including working on the Dining Train

This job is suitable for someone who delights in delivering great customer service and generating income, with a 'can do' attitude whilst working as part of a team.

This job is unsuitable for someone who prefers purely an administrative role.

Part 2: Person specification

Attributes	Essential	Desirable
Qualifications and training	Educated to GCSE level in a minimum of 3 subjects at grades (A-C), including Maths and English.	Educated to A-level standard or equivalent Customer Care Qualification (Welcome Host)
Knowledge, skills and experience	Sales and customer services roles: Face to face, telephone. Cash Handling Clear communication skills: written and spoken IT skills: Word, Excel and Outlook	Financial Record Keeping Use of Electronic Point of Sale System. Visitor attractions / Tourism Working with volunteers
Personal qualities	Team player Initiative 'Can do', positive attitude Problem solver Customer focussed Honesty Integrity	Empathy Sense of humour Pragmatism and common sense.
Other	Clean driving licence Able to work flexible hours including evenings, weekends and Bank Holidays. Note: The role requires substantial periods of walking and /or standing either within an office or on a moving train.	Has own transport.

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 ability in Customer Service roles by phone, and face to face.
- Proven experience of tele and face to face retail sales including up-selling and cross referrals.
- Proven communication and interpersonal ability; written and spoken.
- A 'can-do' attitude and an approach that produces positive outcomes.
- An unflustered approach in very busy periods.