



## 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

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

#### Job purpose

The job contributes to Swanage Railway Company's success by ensuring the safe and punctual operations of its steam, diesel or Diesel Multiple Unit rail services

#### Key accountabilities

1. The safe operation of all timetabled and additional trains.
2. Departmental compliance with Swanage Railway Safety Management System.
3. Ensure suitable numbers of trained and competent volunteers and employees to deliver the service
4. Budget planning and management
5. Ongoing contribution to and achievement of Operations Department's Business Plan.
6. Ongoing review and development of Operations Department Standards Manual
7. Promotion and support of SRC's Purpose, Vision and Values

#### 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 service, including HR resource requirements/succession planning.
- Liaison with other SRC Managers
- Leadership of Operational emergency response and incident investigation.
- 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 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
<b>Qualifications and training</b>	Educated to GCSE standard / equivalent in at least maths, science and English.	<ul style="list-style-type: none"> <li>• Degree/diploma.</li> <li>• Management Qualification to at least Certificate level.</li> <li>• Bobcat operator</li> <li>• Member of appropriate professional body.</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Management of volunteers</li> <li>• Financial Management.</li> <li>• Able to lead and develop teams</li> <li>• Introducing and managing change</li> <li>• Understanding statutory legislations and governance appertaining to the operation of Railways</li> <li>• Effective decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Operational Competence in at least one of the following: <ul style="list-style-type: none"> <li>○ Locomotive Driver</li> <li>○ Signalman</li> <li>○ Guard</li> </ul> </li> <li>• Incident investigation and reporting</li> <li>• Liaison with external statutory bodies</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills</li> <li>• Able to absorb pressure and work calmly.</li> <li>• Problem solving</li> <li>• Able to work autonomously</li> <li>• Initiative</li> <li>• Effective communication skills (verbal and written).</li> <li>• Able to work flexibly (time and tasks)</li> </ul>	
<b>Other</b>	<p>The role is physically demanding in a challenging environment requiring working outdoors in all weathers.</p> <p>Valid driving licence (including Cat. B)</p> <p>The role requires flexible working including evenings, weekends and Bank Holidays.</p>	<p>Own transport</p> <p>Clean driving licence</p> <p>Prepared to work away from home.</p>

## 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 Railway Operation at Supervisory level or above.
- Demonstrable experience of managing and developing multi-disciplinary teams including volunteers
- Effective time management and organisation.
- Experience of successfully introducing and working with process management systems to drive efficiency

## **Our Purpose, vision and values.**

### **Purpose.**

**The purpose of the Swanage Railway Company is to operate heritage rail services.**

The Swanage Railway Company is the trading arm of the Swanage Railway Trust, operating and maintaining the Railway on its behalf.

### **Vision.**

**The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.**

To be recognised as the UK's leading heritage railway, the Swanage Railway will actively seek ways of improving its business in all that it does.

### **Our Values**

#### **Safety, integrity and professionalism underpin our operations**

We are committed to high standards of safety, behaviour and expertise in all we do whilst treating everyone with integrity, openness, and honesty. We seek ways of improving our organisation balancing our heritage with modern business practices.

#### **Dedication, commitment and volunteers are at the heart of our community**

We are proud of our inspirational history; we have overcome many challenges and achieved great successes through tenacity and perseverance. That spirit lives on today. We celebrate our Volunteers' commitment and dedication which form such a vital part of our Railway.

#### **Customers are at the focus of our services**

Our customers are the heart of our business. We welcome feedback to better understand the needs of our customers and improve our service.

#### **Enjoyment, quality and value for money for all**

We deliver a memorable experience enjoyed by everyone.



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

<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 <a href="mailto:recruitment@swanagerailway.co.uk">recruitment@swanagerailway.co.uk</a> or post to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p> <ul style="list-style-type: none"> <li>• Completed application form</li> <li>• CV setting out career history with job responsibilities and achievements. 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 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><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 17<sup>th</sup> July 2017.</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 <a href="mailto:recruitment@swanagerailway.co.uk">recruitment@swanagerailway.co.uk</a>. 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: 17<sup>th</sup> July 2017          Short-listing: w/c 17<sup>th</sup> July 2017          Selection stage, including panel interview: Friday 28<sup>th</sup> July 2017.</p>

**Terms, conditions and benefits**

<p><b>Appointment term</b></p>	<p>Permanent, subject to 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 Must be able to travel to other SRC locations as required</p>
<p><b>Salary range</b></p>	<p>Circa £25,000 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>28 days including public and bank holidays.</p>
<p><b>Hours of work</b></p>	<p>40 hours per week</p>
<p><b>Other benefits</b></p>	<p>Subject to length of service, eligibility for some rail passes subject to ATOC conditions</p>



## APPLICATION FORM

Position applied for and reference:
How did you find out about this job?

<b>Personal details</b>	
<b>Title and full name:</b>	<b>NI Number:</b>
<b>Any former names used:</b>	
<b>Address</b>	<b>Contact details:</b> Home phone: Mobile: Email:

<b>Supporting statement</b> Please outline in this section why you have applied for this position.
<b>Please continue on another page if necessary.</b>

**Selection criteria**

Please study the **key requirements** on the Job Profile document and provide relevant examples of how you meet each one. Your examples should draw on your experiences from your current and/or previous roles or from other relevant situations, such as activities outside of this.

Please continue on another page if necessary.

**Other information**

Are you or have you ever been a Swanage Railway employee?

Yes

No

If yes, please give role(s) and date(s):

Are you or have you ever been a Swanage Railway volunteer?

Yes

No

If yes, please give role(s) and date(s):

Yes

No

Are you related to any Swanage Railway employees or volunteers?

If yes please give details:

## References

If you are successfully appointed to the role, any offer will be conditional upon satisfactory references. At the point of offer you will be asked for details of two individuals who are prepared to act as referees. These should be independent referees from outside the Swanage Railway Company or Swanage Railway Trust and should include your current or most recent employer. Family members may not act as referees. For internal applicants, line managers will be asked to provide a written summary of your suitability.

## Rehabilitation of offenders

The Rehabilitation of Offenders Act 1974 allows certain people to consider their criminal convictions as 'spent' meaning that they don't have to reveal those convictions when applying for jobs. This job is exempt from the provisions of the Act in order to protect the public. As such you need to inform us of any criminal convictions you have received. Any of the information you give us will be treated as confidential and will not necessarily mean that your application will fail.

Have you been convicted of a criminal offence?

Yes

No

If yes, please give details:

## Declaration

I hereby confirm that the information I have provided in this application, to the best of my knowledge is accurate and true. I understand that if I give any false or misleading information that my application may be rejected or, if I am offered a job, it could lead to dismissal after my appointment.

Printed or signed name:

Date:

**Please send your completed application form to: Finance and Payroll Manager at [recruitment@swanagerailway.co.uk](mailto:recruitment@swanagerailway.co.uk) or post it to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB. As part of your application you must also include your CV setting out your career history, with responsibilities and achievements to date and showing any gaps in your employment.**