



# ADMINISTRATION ASSISTANT

## HELP US RUN A BETTER RAILWAY

Swanage Railway is an award winning heritage railway carrying 200,000 passengers a year, making it one of the leading tourist attractions in Dorset.

**Working as part of a team, you'll join people who help our success by the delivering high quality administration support within two of our key Departments.**

### The Role

Working with volunteers and employees in our busy Operations and Locomotive, Carriage & Wagon Departments you'll play a key role on our Railway by ensuring that our systems run smoothly and effectively.

You'll be using your administrative skills in managing, maintaining and producing accurate and timely data and records, ensuring that our various staff competency systems are kept up to date as well as more general duties such as stock ordering, photocopying and filing.

You'll be using you interpersonal skills to act as a point of contact for enquiries into the department, including visits and telephone queries.

The role is fast moving and no two days are the same but you'll be at the heart of delivering our train service.

### The Person

**In particular, the successful applicants will use their positive personality to bring life to the role with:**

- Enthusiasm and a 'can-do' attitude.
- 2 years' experience of accurate and effective administrative support activities.
- Demonstrable ability to instigate and maintain effective recording and dissemination of management information.
- Able to interact positively and effectively with managers and colleagues.
- Experience of working with Volunteers would be useful but not essential.
- Highly organised with an unflustered approach to work in very busy periods.

### Benefits of working for Swanage Railway.

- Salary of £7.83 per hour, 16-hour per week).
- 28 days holiday including statutory bank holidays. (Pro rata)
- Contributory pension scheme (subject to eligibility)
- Free or subsidised refreshments whilst at work.

### How to apply

Please click on this link to the Information pack and application form. When completed your application form and cv should be emailed to [recruitment@swanagerailway.co.uk](mailto:recruitment@swanagerailway.co.uk)

Closing Date: 12:00 Mon 23 April 2018

Interview Date: Week commencing 4<sup>th</sup> May 2018



## RECRUITMENT INFORMATION

For the position of: **ADMINISTRATION ASSISTANT: Operations Dept and Locomotive Carriage & Wagon Dept.**

<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 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.</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 Monday 23<sup>rd</sup> April 2018.</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: 19<sup>th</sup> April 2018 Short-listing: w/c 23<sup>rd</sup> April 2018 Selection stage, including panel interview: w/c 4<sup>th</sup> May 2018</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>Part-time 16 hours per week. Must be able to travel to other SRC locations as required</p>
<p><b>Salary range</b></p>	<p>Circa £7.83 per hour.</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, pro</p>
<p><b>Hours of work</b></p>	<p>16 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>

## 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>ADMINISTRATION ASSISTANT</b>
<b>Reporting to:</b>	Operations and Loco Carriage and Wagon Managers
<b>Direct reports:</b>	No
<b>Budget holder:</b>	No
<b>Place of work:</b>	Swanage station and surrounding site, with flexibility to travel to other locations when required
<b>Contract type:</b>	Permanent / Part time.
<p><b>Job purpose</b> The job contributes to Swanage Railway Company's success by the provision of high quality administrative support to the Operations and LC&amp;W Department.</p> <p><b>Key accountabilities</b></p> <ol style="list-style-type: none"> <li>1. Manage, maintain and produce accurate and timely data and records in support of the Departments.</li> <li>2. Maintenance of confidential competency/medical records including notification to Managers of upcoming renewals and competence examinations.</li> <li>3. Arrange and co-ordinate medical examinations.</li> <li>4. Handling of 'face to face' and telephone enquiries.</li> <li>5. General administrative duties including ordering of stock, photocopying, filing, emailing etc</li> </ol> <p><b>Additional responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Management of electronic and paper-based filing systems.</li> <li>2. Maintain accurate records of activities within Departments</li> <li>3. Draft correspondence as necessary</li> <li>4. Issue meeting agendas and take/issue minutes as necessary</li> <li>5. Comply with SRC's Health and Safety Management system as it applies to this role.</li> <li>6. Comply with data protection requirements in relation to all data and records</li> <li>7. Any other duties as required by Swanage Railway Company</li> </ol> <p>This job <b>is suitable</b> for someone who is methodical and organised combined with a can-do and flexible approach This job <b>is unsuitable</b> for someone who is easily distracted and prefers a 'one job at a time' approach</p>	

### Part 2: Person specification

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE (or equivalent) in at least English and Maths.</li> </ul>	Educated to A level standard.

<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Able to work collaboratively with colleagues across all departments.</li> <li>• Strong interpersonal skills.</li> <li>• Experience of working in a fast moving environment</li> <li>• Able to multi task</li> <li>• Strong communication skills (verbal and written).</li> <li>• Excellent telephone manner</li> <li>• Use of Microsoft suite including: <ul style="list-style-type: none"> <li>○ Word</li> <li>○ Outlook</li> <li>○ Excel</li> <li>○ Access</li> <li>○ Power point.</li> </ul> </li> <li>• Influencing skills</li> <li>• Solid understanding of data protection protocols in relation to records management</li> </ul>	Working with volunteers
<b>Personal qualities</b>	<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</li> <li>• Able to work autonomously as required</li> <li>• Hands on approach</li> <li>• Flexible</li> <li>• Resilient</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness and ability to travel to all parts of Swanage Railway.</li> <li>• The role is office based but located within a heavy engineering environment.</li> </ul>	Own transport Clean Driving Licence

### 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.

- Minimum 2 years' experience of accurate and effective administrative support activities.
- Demonstrable ability to instigate and maintain effective recording and dissemination of management information.
- Demonstrable ability to positively influence managers and colleagues.



## APPLICATION FORM

Position applied for and reference: ADMINISTRATION ASSISTANT: Operations and Loco Carriage & Wagon Depts
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.**