



## **Deputy Passenger Services Manager**

### **PASSIONATE ABOUT HERITAGE RAILWAYS**

**Swanage Railway is an award winning railway carrying over 200,000 passengers a year, on its heritage services, making it one of the leading tourist attractions in Dorset. It has around 500 volunteers across its departments.**

#### **The role**

- To deputise for the Passenger Services Manager and step up in their absence.
- To support the Passenger Services Manager in reviewing and managing departmental resources, both financial and human.
- Promote positive relationships with passengers, visitors, callers and colleagues.
- To assist in the continuous review and policy practices, to ensure that the departments functions operate efficiently and effectively.
- Assist in marketing the Railways events and activities.
- Maintain accurate records.

#### **The person**

- **This job is suitable for someone who** delights in delivering great customer service and generating business, with a 'cando' attitude whilst working as part of a team.
- Who demonstrates the ability to interact and build successful relationships with other staff members across the organisation.
- Excellent interpersonal skills
- Knowledge of the voluntary sector and optimising volunteer experience
- Holder of full driving licence as position is multi based

#### **Benefits of working for Swanage Railway**

- Salary £ 23,000 per annum, 40 hours per week (including flexible hours and days including evenings, weekends, and bank holiday working)
- 30 days holiday including statutory bank holidays pro rata
- Free or subsidised refreshments when working.
- Free travel on the Swanage Railway

#### **How to apply**

Please click on this link to the Information pack and application form. Applications will not be considered without an application form, when completed, your **application form and CV** should be emailed to [recruitment@swanagerailway.co.uk](mailto:recruitment@swanagerailway.co.uk)

Advert closing date noon on Friday, 11<sup>th</sup> March 2022

Interviews will be held on W/C 21<sup>st</sup> March 2022

**If any Covid19 restrictions are applicable to the above process, candidates reaching the interview stage will be notified as soon as possible. This may include the use of remote electronic meetings.**