

## RECRUITMENT INFORMATION

### For the position of: Deputy Passenger Services 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 Personnel 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 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><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 11th March 2022</p>
<p><b>Alternative formats</b></p>	<p>If you wish to receive a hard copy of the information please telephone 01929-408450 or email <a href="mailto:recruitment@swanagerailway.co.uk">recruitment@swanagerailway.co.uk</a>. If you cannot apply online please post application to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p>
<p><b>Indicative recruitment timeline</b></p>	<p>Advert closing date: Friday, 11<sup>th</sup> March 2022 Short-listing: w/c Monday, 14<sup>th</sup> March 2022 Selection stage, including panel interview: W/C 21<sup>st</sup> March 2022</p>

### Terms, conditions and benefits

<p><b>Appointment term</b></p>	<p>Permanent</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>£23,000 /£24,000</p>
<p><b>Pension</b></p>	<p>Defined contribution scheme for eligible staff through NEST.</p>
<p><b>Annual leave</b></p>	<p>30 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>Priv 'Atoc' Staff leisure card Free travel Swanage Railway Free refreshments and staff benefits</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>Deputy Passenger Services Manager</b>
<b>Reporting to:</b>	Passenger Services Manager
<b>Direct reports:</b>	Passenger Services Assistants
<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

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

### Additional responsibilities

- To comply with Company procedures in relation to cash handling.
- To produce written reports as required.
- To meet and greet passengers, visitors and colleagues in a positive way.
- To promote other services and products offered by the Railway.
- Any other duties as required by Swanage Railway Company

**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.

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

## Part 2: Person specification

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and training</b>	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)

<b>Knowledge, skills and experience</b>	Customer Service Roles: Face to face, telephone.Sales: Face to face and telephone Complaints HandlingCash Handling Clear communication skills: written and spoken	On line sales Financial Record Keeping Use of Electronic Point of Sale System.Visitor attractions / Tourism Working with volunteers
<b>Personal qualities</b>	Team playerInitiative 'Can do', positive attitudeProblem solver Customer focussed Honesty Integrity	Empathy Sense of humour Interest in Heritage Railways Pragmatism and common sense.
<b>Other</b>	Clean driving licence Able to work flexible hours including evenings, weekends and Bank Holidays. <b>Note: The role requires substantial periods of walking and /or standing either within an officeor moving train.</b>	Has own transport.

### Part 3: Key requirements of the job