

RECRUITMENT INFORMATION

For the position of: Passenger Services Clerk / Receptionist

How to apply Please include your completed Application Form and CV, otherwise your application will be deemed as incomplete and will not be progressed	To apply for this position please email the following documents to the Finance and Personnel Manager at recruitment@swanagerailway.co.uk or post to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB. <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.
Selection methods and offer	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. 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.
Arrangements for interview	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.
Reserve lists	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.
Closing date	The deadline for applications 25 th February 2022
Alternative formats	If you wish to receive a hard copy of the information please telephone 01929-408450 or email recruitment@swanagerailway.co.uk. If you cannot apply online please post application to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.
Indicative recruitment timeline	Advert closing date: Friday, 25 th February 2022 Short-listing: w/c Monday 7 th March 2022 Selection stage, including panel interview: W/C 14 th March 2022

Terms, conditions and benefits

Appointment term	Permanent
Place of work	Swanage station and surrounding sites.
Work arrangements	Part-time. Must be able to travel to other SRC locations as required.
Salary	£ 21,840.00 PA pro rata
Pension	Defined contribution scheme for eligible staff through NEST.
Annual leave	30 days including public and bank holidays pro rata
Hours of work	24 hours per week
Other benefits	Priv 'Atoc' Staff leisure card Free travel Swanage Railway Free refreshments and staff benefits

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 sites, with flexibility to travel to other locations when required
Contract type:	Part time permanent

Job purpose

This job contributes to Swanage Railway Company’s success by providing a welcoming professional and friendly “front of house” reception serviced to visitors and prospective visitors and generating and protecting income through the promotion of the Swanage railway to passengers.

Key accountabilities

1. Generate income through the sale of tickets and merchandise.
2. To meet and greet visitors in a positive way.
3. To answer telephone calls, directing callers or taking messages and acting on them.
4. Promote positive relationships with passengers, visitors, callers and colleagues.
5. To carry out a range of administrative tasks, including photocopying, filling etc.
6. Assist in ensuring a clean, safe and positive working environment.
7. To order and input new shop stock into the computerised system.
8. Maintain accurate records.
9. To develop a good knowledge of Swanage and Purbeck to give information to visitors.
10. Be responsible for maintaining a reference file to assist colleagues.

Additional responsibilities

- To comply with Company procedures in relation to cash handling.
- To produce written reports as required.
- 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. To demonstrate the ability to interact and build successful relationships with other staff members.

This job is unsuitable for someone who prefers purely an administrative role or cannot react quickly to changing circumstances. It is not suitable for someone who prefers to work alone.

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	Customer Service Roles: Face to face, telephone. Sales: Face to face and telephone Complaints Handling Cash Handling Clear communication skills: written and spoken IT Skills Word Excel and outlook. Social media for business.	On line sales 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 Interest in Heritage Railways Pragmatism and common sense.
Other	Clean valid 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 moving train.	Has own transport.

Part 3: Key requirements of the job