

RECRUITMENT INFORMATION

For the position of: Passenger Services /– Shop Administrator (Temp Maternity Cover position)

<p>How to apply 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 recruitment@swanagerailway.co.uk or post to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p> <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.
<p>Selection methods and offer</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>Arrangements for interview</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>Reserve lists</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>Closing date</p>	<p>The deadline for applications Monday 7th March 2022</p>
<p>Alternative formats</p>	<p>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 applications to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.</p>
<p>Indicative recruitment timeline</p>	<p>Advert closing date: Friday, Monday 7th March 2022 Short-listing: w/c Monday 7th March 2022 Selection stage, including panel interview: W/C 14th March 2022</p>

Terms, conditions and benefits

<p>Appointment term</p>	<p>Temporary Contract – Maternity Cover</p>
<p>Place of work</p>	<p>Swanage station and surrounding sites.</p>
<p>Work arrangements</p>	<p>Full time. Must be able to travel to other SRC locations as required.</p>
<p>Salary</p>	<p>£21,840.00 pro rata</p>
<p>Pension</p>	<p>Defined contribution scheme for eligible staff through NEST</p>
<p>Annual leave</p>	<p>30 days including public and bank holidays pro rata</p>
<p>Hours of work</p>	<p>40 hours per week</p>
<p>Other benefits</p>	<p>Free travel Swanage Railway Company trains Free refreshments and staff benefits – applicable at time of employment</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

Job title:	Temporary/Maternity Cover Shop Administrator
Reporting to:	Passenger Services Manager
Direct reports:	Volunteer shop assistants
Budget holder:	No
Place of work:	Swanage station and surrounding site, with flexibility to travel to other locations when Required
Contract type:	Temporary FT

Job purpose

This job contributes to Swanage Railway Company's successful train services business by providing a welcoming professional and friendly "Maternity Cover" Shop Administrator for its Swanage Station located shop facility welcoming and servicing railway visitors, shop customers and assisting with supervising our team of volunteer shop assistants by offering support, assistance, ordering and where necessary shop sales assisting and thereby promoting our sales offer generating and protecting income for the Swanage Railway.

Key accountabilities

Working within our Passenger Services Department, reporting to the Passenger Services Manager you will be responsible for assisting with the smooth running of the station shop staff, with the exception of yourself, entirely by volunteers. Other responsibilities will include:

- ordering new shop stock, inputting, processing new orders received onto our computer system before any items go on display for sale and liaising with suppliers as required during the course of this process
- ensuring that all paperwork processing is in accordance with the Company's stated financial processes, (order procedures, invoices etc).
- Supervising and arranging work rosters for shop volunteers and maintaining relevant records. .
- Ensuring the overall tidiness and presentation and security of the shop
- Recruiting new volunteers into the Railway (in conjunction with the Volunteer Recruitment & Retention officer)
- Covering volunteer vacancies on the shop desk as and when they arise by undertaking a sales role yourself
- Complying with the Swanage Railway Volunteer Commitment

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
- To work at other venues as may be decided by the Company in support of Railway activities – ie other stations/outdoor sites during Gala events or similar held during the operating season.

This job is suitable for someone who delights in supervising and delivering great customer service and generating business, has a 'cando' attitude whilst working alone or with a supporting team of volunteers. Who demonstrates the ability to interact and build successful relationships with other staff members across the organisation.

This job is unsuitable for someone who wishes 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 (not sure of these so not done much with them – some will apply like Customer Care qualification (which we can train to))

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. It may also involve working in outdoor settings.	Has own transport.

Part 3: Key requirements of the job