



## 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>Catering Assistant</b>
<b>Reporting to:</b>	Catering Supervisor
<b>Direct reports:</b>	N/A
<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>	Fixed term to October 2017.

#### Job purpose

My job contributes to Swanage Railway Company's success by helping ensure that our passengers and visitors have a great day through the provision of good quality food and beverages.

#### Key accountabilities

- Interacting with our passengers and visitors
- Taking food orders
- Serving at table
- Cooking and kitchen duties.
- Cash handling and accounting through use of EPOS till.
- Undertake catering activities in a hygienic manner

#### Additional responsibilities

- Adherence to appropriate Hygiene Regulations including completion of records.
- Adherence to SRC H&S procedures.
- Any other duties as required by Swanage Railway Company

This job **is suitable** for someone who is a 'people person' enjoys cooking and catering with a 'hands on' approach.

This job **is unsuitable** for someone who does not enjoy interacting with the public.

## Part 2: Person specification

Attributes	Essential	Desirable
<b>Qualifications and training</b>	Educated to GCSE level in a minimum of 3 subjects at grades (A-C), including Maths and English.	Level 2 food safety qualification.
<b>Knowledge, skills and experience</b>	Customer service in a customer facing environment  Cash handling	Cooking in a commercial catering environment Catering at Visitor attractions / Tourism Working with volunteers. Use of EPOS
<b>Personal qualities</b>	Team Player Organised Customer focussed Initiative / 'can do' approach Assertive and personable.  <i>NOTE: The role requires substantial amounts of standing within fixed and mobile catering environments.</i>	Pragmatism and common sense. Empathy Sense of humour
<b>Other</b>	Able to travel between SRC Catering Locations Willingness to undertake further training Willing to work flexible patterns including weekends and Bank Holidays.	Driver/own transport

## 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.

- Demonstrable experience of successful Customer Service.
- A demonstrable 'can-do' attitude that produces positive outcomes.
- Demonstrable ability to adapt to periods of peak customer demands.

## **Our Purpose, vision and values.**

### **Purpose.**

**The purpose of the Swanage Railway Company is to operate heritage rail services.**

The Swanage Railway Company is the trading arm of the Swanage Railway Trust, operating and maintaining the Railway on its behalf.

### **Vision.**

**The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.**

To be recognised as the UK's leading heritage railway, the Swanage Railway will actively seek ways of improving its business in all that it does.

### **Our Values**

#### **Safety, integrity and professionalism underpin our operations**

We are committed to high standards of safety, behaviour and expertise in all we do whilst treating everyone with integrity, openness, and honesty. We seek ways of improving our organisation balancing our heritage with modern business practices.

#### **Dedication, commitment and volunteers are at the heart of our community**

We are proud of our inspirational history; we have overcome many challenges and achieved great successes through tenacity and perseverance. That spirit lives on today. We celebrate our Volunteers' commitment and dedication which form such a vital part of our Railway.

#### **Customers are at the focus of our services**

Our customers are the heart of our business. We welcome feedback to better understand the needs of our customers and improve our service.

#### **Enjoyment, quality and value for money for all**

We deliver a memorable experience enjoyed by everyone.



## RECRUITMENT INFORMATION

### For the position of: SEASONAL CATERING ASSISTANT

<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 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 12 noon on 17<sup>th</sup> July 2017</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: 17<sup>th</sup> July 2017 Short-listing: w/c 17<sup>th</sup> July 2017 Selection stage, including panel interview: Friday 21<sup>st</sup> July 2017.</p>

### Terms, conditions and benefits

<p><b>Appointment term</b></p>	<p>Fixed Term to October 2017. 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>Full-time. Must be able to travel to other SRC locations as required</p>
<p><b>Salary range</b></p>	<p>£7.50 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 rata.</p>
<p><b>Hours of work</b></p>	<p>40 hours per week over 5 days out of 7 including weekends.</p>
<p><b>Other benefits</b></p>	<p>Subject to length of service, eligibility for some rail passes subject to ATOC conditions</p>



## APPLICATION FORM

Position applied for and reference:
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.**