



RECRUITMENT INFORMATION

For the position of: DEPUTY OPERATIONS MANAGER

<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 section 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. Any offer of appointment will be subject to satisfactory clearances including employment references, medical clearance by the company's Medical Adviser.</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 is 12.00 Monday 20th May 2024</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: Monday 20th May 2024 Interview date: Friday 24th May 2024</p>

Terms, conditions and benefits

<p>Appointment term</p>	<p>Permanent, subject to probationary period of 6 months. Notice period following probationary period 3 months.</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 range</p>	<p>Circa £ 27,000 per annum,</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.</p>
<p>Hours of work</p>	<p>40 hours per week</p>
<p>Other benefits</p>	<p>Subject to length of service, eligibility for some rail passes subject to RDG conditions</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:	DEPUTY OPERATIONS MANAGER
Reporting to:	Operations Manager
Direct reports:	Responsibility for the oversight of 200+ volunteers.
Budget holder:	NO
Place of work:	Swanage station and surrounding site, with flexibility to travel to other locations when required
Contract type:	Permanent

Job purpose

The job contributes to Swanage Railway Company's success by ensuring the safe and punctual operations of its heritage steam and diesel.

Key accountabilities

1. Assist the Operations Manager to maintain the train service and deputise when required
2. Deliver the safe and punctual operation of all trains.
3. Ensure the Department's compliance with Swanage Railway Safety Management System.
4. Ensure suitable numbers of trained and competent staff (volunteers and employees) within Motive Power, Signalling, Portering and Guarding.
5. Assist with development and delivery of the Department's Business Plan including budget planning and financial management.
6. Assist with review and development of the Departmental Standards Manual including the competency management system including use of HOPS.

Additional responsibilities

- Communicate to the wider Railway information about all services including additions, cancellations and alterations.
- Ensure provision and maintenance of Departmental tools, equipment and consumables (including coal) to deliver services.
- Produce and communicate Operational Instructions in line with SRC Rule Book.
- Forecast and plan resource requirements for current and future train services.
- Develop positive relationships across all grades, Managers and Directors.
- Lead Operational emergency response and incident investigations.
- Promote a positive safety culture.
- Support Volunteers in line with our Volunteer Commitment.
- Promote the Company's Purpose, Vision and Values.
- Carry out other duties as required by Swanage Railway Company.
- Ensure that HOPS is maintained as an up to date record of Operational competencies.

This job **is suitable** for someone who can manage the day to day running of a busy railway, deputise for the Operations Manager and enjoys working with people in a variety of challenging physical environments.

This job **is unsuitable** for someone who prefers working in isolation and shies away from resolving issues.

Part 2: Person specification

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> Educated to A level standard / equivalent and with GCSE standard / equivalent in at least Maths, Science and English. 	<ul style="list-style-type: none"> NEBOSH certificate. Management Qualification to Certificate level or membership of appropriate professional body.
Knowledge, skills and experience	<ul style="list-style-type: none"> Practical experience in Operational Management of Rail services. Leadership, management and development of teams including volunteers. Budgetary and financial management. Introducing and managing change. Understanding of Railway legislation and governance. Incident investigation and reporting 	<ul style="list-style-type: none"> Understanding of Heritage or Mainline Rail Operations. Safety Critical competence on a Heritage Railway. Liaison with external statutory bodies such as ORR, or RAIB.
Personal qualities	<ul style="list-style-type: none"> Strong interpersonal skills. Able to absorb pressure and work calmly. Problem solving and effective decision making. Initiative with ability to work autonomously as well as managing a team. Effective communication skills (verbal and written). Able to think and act impartially and independently. Able to work flexibly (time and tasks). 	
Other	<ul style="list-style-type: none"> The role is physically demanding in a challenging environment which can require working outdoors in all weathers. Full driving licence. The role requires flexible working including evenings, weekends and Bank Holidays. We are a 24/7 operation. 	<ul style="list-style-type: none"> Own transport. Clean driving licence. Prepared to work away from home.

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 Railway Operation at Supervisory level or above.
- Demonstrable experience of managing and developing teams including an understanding of volunteer management.
- Demonstrable experience of Safety Management Systems including HOPS.
- Demonstrable experience of successfully introducing and managing change.