



PASSENGER SERVICES ASSISTANTS

PASSIONATE ABOUT PEOPLE

Swanage Railway is an award winning heritage railway carrying 200,000 passengers a year, making it one of the leading tourist attractions in Dorset.

Working as part of a team, you will join people who are passionate about the delivery of exceptional service to our visitors.

The Role

We are seeking to recruit 4 seasonal Passenger Services Assistants (either April to September, April to October or April to December) to play a key role in ensuring our passengers and visitors have a great time with us.

Working within our Passenger Services Department you'll be part of a team, selling tickets at our Stations and on our trains, promoting positive and memorable relationships with our passengers, and, of course ensuring that they have safe and enjoyable journeys.

The Person

In particular, the successful applicants will use their positive personality to bring life to the role with:

- Great 'people' skills.
- Enthusiasm and a 'can-do' attitude.
- Experience of customer service by phone and /or face to face
- Telephone and face to face retail sales experience.
- Ability to communicate positively.
- An unflustered approach to work in very busy periods.

Benefits of working for Swanage Railway.

- Hourly rate of £8.21 per hour, 40-hour week. (Must be willing to work flexible hours and days).
- 30 days holiday including statutory bank holidays. (Pro rata)
- Contributory pension scheme (subject to eligibility)
- Free or subsidised refreshments when on duty.

How to apply

Application is by submission of completed application form and CV detailing previous experience.

When completed, your application form and CV should be emailed to recruitment@swanagerailway.co.uk

(Please state on your application which period(s) you are applying for).

Closing Date: **12.00 on Monday 25th February 2019** Interview Date: **Monday 4th March 2019**