



RECRUITMENT INFORMATION

For the position of: DINING TRAIN - TABLE AND BAR STAFF

<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 Payroll 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 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 is 12 noon on Monday 23rd September 2019</p>
<p>Alternative formats</p>	<p>If you wish to receive a hard copy of the information please telephone 01929-425143 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 23rd September 2019 Selection interviews to be held Friday 4th October 2019.</p>

Terms, conditions and benefits

<p>Appointment term</p>	<p>Part time, zero hours to December 2020. Subject to probation. Notice will be given as early as possible of the working hours offered, however we are unable to guarantee the number of hours that will be available.</p>
<p>Place of work</p>	<p>Swanage Station and on train.</p>
<p>Work arrangements</p>	<p>Part time on a shift basis.</p>
<p>Salary range</p>	<p>£8.21 per hour</p>
<p>Pension</p>	<p>Subject to eligibility.</p>
<p>Annual leave</p>	<p>28 days including public and bank holidays, pro rata paid at the rate of 12.07% of each hour worked.</p>
<p>Hours of work</p>	<p>Zero Hours. There are approximately 65 Dining Trains per year between March and December. During this period shifts generally are Friday and Saturdays 18.45 to 23.00, and Sundays 12.15 to 16.00.</p>
<p>Other benefits</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:	Table Waiting Staff
Reporting to:	Wessex Belle Train Manager
Direct reports:	N/A
Budget holder:	No
Place of work:	Wessex Belle Dining Train (Starts and finishes at Swanage Station)
Contract type:	Zero Hours. There are approximately 65 Dining Trains per year between February and December. During this period shifts generally are Friday and Saturdays 18.45 to 23.00 and Sundays 12.15 to 16.00. Notice will be given as early as possible of the working hours offered, however we are unable to guarantee the number of hours that will be available.

Job purpose

My job contributes to Swanage Railway Company's success by helping ensure that our dining passengers have an enjoyable and positive dining experience through the delivery of good customer service.

Key accountabilities

- Interacting positively with our diners.
- Taking food and beverage orders
- Serving food and beverages at table
- Preparation and tidying duties.
- Cash handling.

Additional responsibilities

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

This job is **suitable** for someone who is a real 'people person' and can contribute positively to an enjoyable atmosphere.

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

Part 2: Person specification

Attributes	Essential	Desirable
Qualifications and training	Educated to GCSE level.	Level 2 food safety qualification.
Knowledge, skills and experience	Sound interpersonal skills. Able to interact positively with customers in a busy environment.	Cash Handling Customer Service Front of house activities
Personal qualities	Team Player Organised Customer focussed Initiative / 'can do ' approach Personable.	Common sense. Empathy Sense of humour
Other	Willingness to undertake training Willing to work flexible patterns which include evenings, weekends and Bank Holidays. Notes: The role requires working (this includes standing, carrying and walking) on a moving train on a frequent and regular basis. <u>Staff</u> are required to wear white shirt / blouse, black trousers and black shoes. (A tie and waistcoat is provided) The use of mobile phones, whilst on shift, is not allowed except in cases of genuine emergency.	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 understanding of successful customer service.
- Able to present a positive impression in a busy working environment.

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.