



Please reply to: The Station, Buckfastleigh, S Devon TQ11 0DZ
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Application for post of Management assistant

Thank you for requesting details of this post. I have pleasure in enclosing the information pack. This contains

- Application Form
- General information for candidates
- Job description
- Person specification

South Devon Railway is a complex, increasingly successful, charitable organisation. Day to day management control is provided by the general manager. The GM works closely with the Commercial & Finance Directors (both of whom are volunteers) to run the railway. We have been looking at how that team is supported.

We feel that there is a need for a strengthening the management structure to ensure that things happen and that time is released to grow the business. We are looking for someone who is not only able to organise tasks but is also a practical “doer” able to get involved in a hands on way.

This is a full time position and will require flexibility over working hours. The salary is likely to be in the order of £14,000 - £15,000 initially. The successful candidate must have the capacity to develop the post. We will review the salary periodically to reflect the assumption of responsibility and personal development in the role.

Kindly note that the closing date is 6th March and we expect to interview on 13th March. Late applications will not be considered. If you have not been called for interview by this date then please assume that on this occasion that you have not been successful.

The railway is run, largely, by volunteers. Paid positions do arise from time to time and these are advertised on our web-site www.southdevonrailway.org

Thank you for your interest in the position and I look forward to receiving your application.

Yours sincerely

Richard Elliott
Company Secretary & General Manager

South Devon Railway Trust

Information for Candidates

The Trust

The South Devon Railway Trust is a Registered Charity. It operates the 6¾ mile long heritage railway between Buckfastleigh and Totnes. It has a small nucleus of paid staff but the majority of those operating the railway are volunteers. Trains run on about 230 days each year. The daily running season is generally from the end of March to the end of October with additional services at Christmas and New Year. Out of the running season is the time when significant maintenance tasks get carried out.

Whilst the Trust operates the railway a subsidiary company operates the shops and café.

Information about the Trust can be found on our website www.southdevonrailway.org

Terms of employment

Full details of the terms and conditions of employment will be provided as part of the selection process and on appointment to the successful candidate. The following are a brief indication of these.

No Smoking Policy

The Trust operates a No Smoking policy on its trains and in all its premises.

Probationary period

The Trust may require a six month probationary period during which time the employee is assessed on their suitability for their post.

Pay

Salaries are paid, by bank transfer, on the last working day of each month. Appointees are required to provide details of their bank account on their first day of work.

Hours

The basic working week is 40 hours, Monday to Friday. Exact times of duty are determined by the exigencies of the service and the need to run an advertised public service. In some cases additional hours and, or weekends will be required to be worked and further information about these arrangements will be given in advertisements, at interview and on appointment.

Part time staff will be generally appointed to work set times to accommodate specific requirements. Further information about these arrangements will be given in advertisements, at interview and on appointment.

Leave

The leave year runs from 1st January to 31st December. The basic entitlement is 20 days but additional leave is granted based on continuous service up to a maximum of 28 days. Bank & Public Holidays are additional.

The leave for part time staff is pro rata to that for full time staff. Taking of leave is by arrangement and there may be times when it is not possible to grant leave.

Pension

The Trust operates a contributory group pension scheme which employees are eligible to join. On appointment all new employees are advised of the arrangements.

The rights of employees under stakeholder legislation are not affected.

Physical Fitness

Some posts are physically demanding. Applicants for these must be physically fit and a medical examination may be required.

Thank you for your application.

Please note that you will only be contacted if you have been successful in gaining an interview.

Job Title: Management assistant

Job Purpose:	To support the General Manager (GM) and the management team by providing effective support in delivery of a wide range of tasks. This will entail practical hands on involvement in ensuring the smooth functioning of our business. It will also involve, as circumstances require, being responsible for day to day railway operations and the railway's subsidiary trading companies.
Reporting	Except where otherwise required by circumstances the post holder reports to the General Manager. The post holder is required to exercise an appropriate level of discretion in the discharge of the duties of the post but at the same time must ensure that the GM is kept informed of any matter requiring his attention.
Liaison	The post holder has a linking role with those members of staff concerned with railway operations, including volunteers. The successful discharge of this function will require a significant degree of tact and diplomacy.
Operations	The operation of the railway takes place within an environment governed by
	a safety case approved by the HSE
	the Trust Rule Book
	administrative instructions both written and verbal
	the public are to be treated with courtesy at all times
General	All tasks must be carried out with the following considerations in mind:
	utmost regard for the safety of public and staff alike is paramount,
	the timely completion of tasks is a key requirement of all duties;
	the accuracy of communication both verbal and written is essential.

Areas of responsibility (in no order of priority)

The following is indicative of the duties of the Management Assistant who may be required to carry out such other tasks as may reasonably be required by the Trust.

Duty Officer	To act as required as the duty officer and within the frameworks laid down oversee the operation of the railway.
	To deal appropriately with members of the public & staff both face to face and by phone in providing information, promoting the Trust's activities and where appropriate directing queries to the appropriate place.
Administration	Handling routine correspondence as directed and in accordance with policy
	Undertake tasks including project work as detailed in support of the GM and the Directors
	Production of management information
	Organisation & Co-ordination of day to day tasks
	Work in connection with the subsidiary company(s).
Operations	To act when required and if qualified or trained as the rostered member of staff for turns of duty.
	To ensure the smooth functioning and proper presentation of the railway businesses.
Volunteers	To promote volunteer assistance on the railway. The reception of new volunteers and their introduction to work appropriate to their skills will be a facet of this area of activity. The post holder will encourage active volunteers to fill turns of duty on the railway.
Marketing	To undertake such promotion of the Trust's activities as may be directed, which will include responding promptly and appropriately to requests for information

Person specification
Management assistant

Attributes	Essential	Desirable	Assessed by
Education & training	A reasonable standard of education	5 GCSEs A-C or equivalent	Application
Knowledge	Sound understanding of business procedures		Application/Test
		Sound understanding of principles of Health & Safety	
		Experience of cash handling	
		Experience in a busy environment	
Organisational ability	Well organised & able to work with limited supervision.		Application/Test
	Ability to prioritise & to work to deadlines.		
	Ability to make decisions within policy directives		
Communication	Good inter personal skills and telephone manner		
	Ability to communicate clearly verbally & in writing		
		Knowledge of retail or catering business	
IT skills	A working knowledge of PCs and the Microsoft suite	Good key board skills	Application /Interview/ Test
		European Computer Driving Licence	Application /Interview/
		Knowledge of databases	
		Internet	Application /Interview
Other	Capacity for further personal development		
		Full clean driving licence	
		Flexible approach to work	
		Sense of humour	

South Devon Railway

Group of Companies

Application for Employment

Please complete the form as fully as possible. It will be used to assess your suitability for employment.

Please write clearly in black ink.

Application for post of _____

Personal Details

Title _____ Surname _____ First names _____

Date of Birth _____ / _____ / _____

Address _____

_____ Post Code _____

 No _____ E-mail _____

Current Employment Details (If you are not working **only** complete this section if you left in the last three months and state the date and reason for leaving.)

Employer/Company name _____

Address of workplace _____

_____ Post Code _____

Home  No _____ E-mail _____

Date started with this employer? _____ / _____ / _____

What is your job title? _____

Is this your sole regular employment? Yes/No

Give a brief description of the duties of your job.

Why are you looking for a new job?

What is your basic rate of pay? £ _____ Per wk/per annum.

Do you earn bonus? £ _____ Per wk/per annum

Does your employer provide a contribution to your pension scheme? Yes/No

What notice do you have to give? _____

Please give details of your employment history.

Start with the most **recent** job first. Please give a brief description of your duties the knowledge, experience and skills required.

Employer	Duties/responsibilities	From - To	Reason for leaving	Rate of Pay
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Please use a separate sheet of paper if necessary

Education & Training History – Secondary school/college/

School	From /To	Subjects	Grade

Please give details of apprenticeships or qualifications obtained after leaving school.

Include details of certificates of competence and if relevant expiry dates

Subject	Qualification	Date obtained	Expiry renewal date

Please give details of work related skills in which you have obtained practical experience.

If you are studying for any further qualification at present please give details.

General information

Do you hold a full driving licence?	Yes/No
Do you have any endorsements?	Yes/No
Do you have any additional licence categories such as LGV?	Yes/No
Please give details _____	
Do you have any unspent criminal convictions?	Yes/No
Do you require a work permit?	Yes/No
If yes what is your nationality _____	
Are you in good health?	Yes/No
(candidates invited for interview will be asked to complete a medical questionnaire)	
Are there any dates when you will not be able to attend for interview? _____	

About yourself

Please provide brief details about your leisure time activities and interests.

Supporting statement

Please use this space to explain what you will bring to the job for which you are applying and why you are the person we should appoint. (use an additional sheet if necessary).

References.

Please give the name two people who may be asked to provide a reference. One of these should be a responsible person in your current employment who has firsthand knowledge of your work and performance.

Name _____

Name _____

Position _____

Position _____

Address _____

Address _____

Post Code _____

Post Code _____

Contact ☎ No _____

Contact ☎ No _____

We may request references before calling applicants for interview.

If you do not want a referee approached before interview please indicate.

Applicants' declaration

I hereby declare that the answers I have given are true and complete. I have not omitted any significant fact which may affect my suitability for employment with the South Devon Railway. I understand that if I am found to have made a false declaration in order to gain employment I render myself liable to summary dismissal. I understand that all payments will be made by payment direct to a bank, building society or giro account. If appointed I will give details of my account.

Applicants signature _____ **Date** _____ **200** _____