



JOB DESCRIPTION & PERSON SPECIFICATION
For the role of: RAILWAY OPERATIONS ASSISTANT

How to apply	To apply for this position please email the following documents to the Operations Manager at ben.harding@lappavalley.co.uk or post to Recruitment, Lappa Valley, St Newlyn East, Cornwall, TR8 5LX. <ul style="list-style-type: none"> Completed application form
Selection methods and offer	Lappa Valley 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 the Job Profile. Any offer of appointment will be subject to satisfactory clearances including employment references and subject to the satisfactory completion of a self certification medical form / clearance by the company's Medical Adviser.
Arrangements for Interview	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.
Reserve lists	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.
Closing date	The closing date for applications is Tuesday 26 January 2021
Alternative formats	If you wish to receive a hard copy of the information please telephone 01872 510317 or email ben.harding@lappavalley.co.uk . If you cannot apply online please post applications to Recruitment, Lappa Valley, St Newlyn East, Cornwall, TR8 5LX..
Indicative recruitment timeline	Advert closing date is Tuesday 26 January 2021 Shortlisting commences Wednesday 27 January 2021 Selection stage, including interview Monday 8 February 2021 Successful candidate start date mid March 2021 (to be agreed)

Terms, conditions and benefits

Appointment term	Permanent, subject to the completion of a probationary period of 6 months. Notice period following probation period, 1 month.
Place of work	Lappa Valley (and all associated sites)
Work arrangements	Full Time. Must be able to travel to all Lappa Valley sites as required.
Salary range	Well above national minimum wage.
Pension	Defined contribution scheme for all eligible staff.
Annual leave	28 days including public and bank holidays.
Uniform	The company will supply an itinerary of uniform and essential PPE on an annual basis. Any additional requirements outside of the defined itinerary must be supplied by the post holder.
Meal breaks	Due to the nature of the work, it may not be possible to have a meal break at the same time every day. The line managers will endeavour to rota your 30 minute unpaid break wherever possible.

Other benefits	<ul style="list-style-type: none"> • Complimentary entry to Lappa Valley for post holder + 3 guests • Discounted food and drink from our catering outlets • Discount in the gift shops (excludes certain items) • Complimentary entry to a number of member tourist attractions in Cornwall • Subject to length of service, eligibility to join the ATOC scheme for discounted national rail travel
-----------------------	--

JOB PROFILE

This section is divided into two sections, the job description and person specification.

Part I: Job description

Job title	RAILWAY OPERATIONS ASSISTANT
Reporting to	Operations Manager
Contract type	Permanent – Full time
Working times	Working times vary dependant on the operational needs of the company. The standard working pattern will be 5 consecutive days including one weekend day (irrelevant of public/bank holidays) and two days off. The standard work start time is 08.00.

Job purpose

To prepare, drive and dispose of steam and diesel locomotives as part of the scheduled service of the Lappa Valley's 15 inch gauge railway, working to a strict set of rules and regulations as determined by the companies safety management system.

To work in the park alongside the leisure team when required.

To undertake a range of maintenance outside of the scheduled service in connection with the efficient and safe operation of the company, including basic plumbing, painting, joinery, building and track work as well as vegetation management and other duties as reasonably requested by the company.

Key accountabilities

1. To maintain competence in the preparation of steam and diesel locomotives for service, operate the railway according to the companies timetable and dispose of the engine at the end of the day, all in line with the regulations set out by the companies Safety Management System.
2. To maintain a high standard of the engine presentation at all times.
3. To report faults on any equipment of engines used by the post holder.
4. To undertake day to day maintenance as required, including cleaning tasks to maintain high presentation.
5. Safe operation of the radio system when required.
6. To work in the park when required, including driving trains on the one of two the smaller gauge railways, operating the boating lake or any other attractions in the park.
7. To deliver outstanding customer service at all levels, from young people to the young at heart.
8. At all times to operate in a safe, efficient manner, reporting any incidents or issues immediately to the post holders line manager.
9. To undertake duties as required outside the scheduled service on a range of tasks linked the railway and park. This may include building, electrical, joinery, track, painting and carriage / locomotive repairs, visitor services and other similar work.
10. To play a pro-active role in running the railway, liasing with colleagues and contributing towards a good team spirit atmosphere among all railway and park staff.
11. Any other duties as reasonably requested from time to time to contribute towards the successful operation of the business.

This job **is suitable** for someone who enjoys working as part of a team, has a can-do positive attitude delivering outstanding customer service in a range of challenging physical environments.

Part 2: Person specification

Attributes	Essential	Desirable
Education	<ul style="list-style-type: none"> - Educated to GCSE / O level or equivalent in either English / Science 	<ul style="list-style-type: none"> - Any engineering qualification - Any customer service qualification
Knowledge, skills and experience	<ul style="list-style-type: none"> - <u>Basic</u> knowledge of maintenance tasks (painting, plumbing, electrical, grass cutting etc) - Experience in a customer focussed role 	<ul style="list-style-type: none"> - Practical experience in working on a railway / safety critical environment - Steam / diesel locomotive driving experience - Holds or previously holds a railway operating competence. - Experience in an engineering environment.
Personal qualities	<ul style="list-style-type: none"> - Strong interpersonal skills - Able to absorb pressure and work calmly - Initiative - Effective communication skills (both verbally and written) - Able to work flexibly (both in time and tasks) - An affable persona 	
Other	<ul style="list-style-type: none"> - The role is physically demanding in a challenging environment which requires working in confined spaces, in various buildings and outdoors in all weathers - Valid driving license (inc Cat B) - This role requires flexible working including weekends and public/ bank holidays. - Due to the safety critical nature of the position, applicants must be 21 years of age and above. 	<ul style="list-style-type: none"> - Own transport - Clean driving license