



Keighley and Worth Valley Light Railway Limited

The Railway Station, Haworth, Keighley, West Yorkshire, BD22 8NJ

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Job Description

Title:	Operations Officer
Responsible to:	Operations Director and KWVLR Ltd (OpCo) Board.
Reporting lines in from:	Operations & Customer Service Assistant; Temporary Administrator
Key working relationships:	KWVLR Directors, members of KWVLR operating and commercial committees, volunteers and working members
Work arrangements:	40 hours a week on a 5 days out of 7 basis including some weekends and some Bank Holidays, working on a rota with other office staff.

Main Purpose of role:

To ensure the Railway is staffed with volunteers/working members/paid employees, sufficiently to be able to run its timetabled service at all times both now and in the future. To manage the maintenance and recording of competencies. To receive special train requests and organise special train movements. To be prepared to carry out the rostered duty of Responsible Officer (Duty Manager) particularly when mid-week running is taking place.

Specific areas of responsibility:

- i. **Rostering:** Work effectively with the Railway's volunteers and staff who are responsible for the rostering function for footplate, stations and catering staff. Ensure that there are sufficient qualified volunteers to cover the rosters, advise on shortages and liaise with the departments concerned as appropriate. Gap fill as necessary (which may require some phoning during the evening), organise crews for non-timetabled or short notice events/trains.
- ii. **Operating:** Be aware of shunting and train formation requirements that may be required to service the timetable including any special requirements within that area. In conjunction with the Operations Director, organise staff and rolling stock movements in a timely and efficient manner. Ensure the office team takes bookings efficiently and effectively for special trains/events. Liaise effectively with the appropriate departments to ensure that requirements can be met.
- iii. **Volunteer recruitment:** The future success of the Railway depends on a constant supply of volunteers, many of whom go on to become working members fulfilling rostered duties. This task is to identify future requirements, promote recruitment and provide an initial contact point with the Railway, including timely initial interviewing, organisation of regular induction days, liaising with departments, monitoring training progress and maintaining records. To be a familiar and welcoming face to whom new recruits may refer back if they have any issues.
- iv. **Summer Casual (temporary, fixed term) Employees:** With the relevant Directors, take part in the selection process of temporary summer employees and take the responsibility of line manager for those selected.
- v. **Responsible Officer:** A rostered duty normally during mid-week running (public trains or otherwise), also occasionally to cover ad-hoc movements and emergencies. May also be required to train in other operational roles as required.

- vi. **Development:** Ongoing timely development of systems and procedures related to the efficient operation of the Railway and the effective and sympathetic use of volunteer time and labour in achieving this. To advise the Operating Company in a timely manner about issues that may in future affect its ability to staff the Railway. To advise professionally on issues that may influence future traffic and timetable planning.
- vii. Such other duties as prove to be appropriate and necessary from time to time. Rostered weekend and Bank Holiday working will be required with appropriate days off in lieu.

Main location:

The post-holder's office will be in the organisation's headquarters at Haworth Station, West Yorkshire, but the post requires working across the whole line and all stations as appropriate. From time to time there will be meetings or events which should be attended in other locations.

Health and Safety:

The post-holder will comply with all the health and safety requirements of the railway which can be found on the SMS system

Confidentiality:

The post-holder will at all times maintain confidentiality in relation to the business, all staff, all volunteers, all customers

Person specification elements: minimum skills, qualifications and experience

- a. Excellent written and verbal communications skills.
- b. Sensitivity in managing the needs and expectations of volunteers
- c. Sound railway operating mindset and proven history of understanding railway procedures including SMS.
- d. Flexibility within the spheres likely to be encountered in an operational railway environment, where public welfare and safety are tied to service commitment and consistent performance.
- e. Computer literate, with the essential minimum of working effectively with spreadsheets, web-based and internet software systems and complex timetabling software. Desirable to have working experience of using HOPS.

Training given:

- a. **HOPS:** It is assumed that a knowledge of computer based systems is already held along with a suitable level of familiarity with web and internet systems. HOPS is an internet-based system provided by a third party. Training will be given to administrator level.
- b. **Rostering:** Training will be given by our current Volunteer Rostering Officers.
- c. **Responsible Officer:** A total understanding of the Railway's Rule Book and procedures will be required, as it is a requirement to be familiar with the Railway's infrastructure and operation. Comprehensive hands-on training will be given within the Railway by volunteers.

Glossary:

HOPS, Heritage Operating Processing System. An internet-based system which is used to assist in the operation of the Railway. Includes rostering information, timetables and many other features, including an email element.

SMS Safety Management System.

Railway The Keighley and Worth Valley Light Railway.