

Llangollen Railway Trust

JOB DESCRIPTION / Personal Specification

JOB TITLE	Office Administrator
SALARY	£11.00 per hour
HOURS	37.5 hours per week
EMPLOYER	Llangollen Railway Trust
REPORTING TO	Trust Manager
LOCATION	Llangollen Railway Station
LANGUAGE	Welsh speaking desirable

AIM

- *To be a principle point of contact for telephone and face to face enquiries from the general public and internal organisational departments.*
- *To support the effective day to day running of the Railway Trust's main office, and provide full administrative support to the Charity's aims and objectives.*
- *To provide adhoc support as agreed to existing and emerging groups and societies within the Railway.*
- *To contribute to the maintenance and on-going monitoring of performance management systems.*
- *To provide administration support to Llangollen Railway Trust Board and Trust Manager.*

MAIN TASKS

1. Telephone and face to face enquiries to the Railway.
2. To communicate effectively and confidently with general public.
3. Work with the Trust Manager, commercial and finance team colleagues to maintain and further develop robust administration systems.
4. To support and advise volunteers groups throughout the Railway, as and when required.
5. To support the Trust Manager in working with numerous external public bodies and like-minded voluntary organisations, in the pursuit of close partnership working.
6. To assist with commercial activities, including ticket bookings and event coordination.
7. To develop and maintain strong networks with other organisations working with Llangollen Railway Trust.
8. To provide appropriate support to the Trust Manager in overseeing the expenditure of Departmental budget; this includes preparation of budget forecasts and processing of financial transaction reports on a monthly basis.
9. The ability to deal with sensitive and confidential Charity and business information.
10. Uphold and further strengthen appropriate systems of recordkeeping and performance monitoring.
11. Support design and production of promotional materials

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12. Support the delivery of activities and events
13. To promote equal opportunities and the Welsh Language throughout all aspects of your work.
14. To complete special projects and other duties when required in alignment with Railway services.
15. Ensure compliance with the Trust's policies and procedures including the code of governance, health & safety, risk management procedures and financial regulations.
16. Work evenings and weekends as required, but this will always be discussed beforehand.

PERSON SPECIFICATION

EDUCATION/QUALIFICATIONS	Essential	Desirable
<ul style="list-style-type: none"> • Good general level of education 	✓	
EXPERIENCE		
<ul style="list-style-type: none"> • Experience of using general MS office computer packages 	✓	
<ul style="list-style-type: none"> • Experience of administrative and monitorable systems 	✓	
<ul style="list-style-type: none"> • Experience of working within a tourism environment 		✓
<ul style="list-style-type: none"> • Experience in a customer service role or other customer facing activities 	✓	
<ul style="list-style-type: none"> • Working in a busy, multi-disciplined working office environment. 	✓	
KNOWLEDGE		
<ul style="list-style-type: none"> • Knowledge of the voluntary/tourism sector 		✓
<ul style="list-style-type: none"> • Knowledge of customer service best practice 	✓	
SKILLS AND ABILITIES		
<ul style="list-style-type: none"> • Able to work on own initiative and as part of a team 	✓	
<ul style="list-style-type: none"> • Able to demonstrate a can-do attitude, willing to go the extra mile 	✓	
<ul style="list-style-type: none"> • Able to demonstrate excellent organisational skills 		✓
PERSONAL		
<ul style="list-style-type: none"> • Acceptance of a commitment to Llangollen Railway Trust's mission statement, aims and values, and its policies 	✓	
<ul style="list-style-type: none"> • Excellent interpersonal and organisational skills 	✓	
<ul style="list-style-type: none"> • Enthusiastic and self-starting 	✓	

SALARY AND CONDITIONS OF SERVICE

- Annual Leave in accordance with 28 days per year. The leave year is from 1 April to 31 March.
- Sick leave will be allowed in accordance with the Statutory Sick Pay Scheme and the NJC Conditions for Local Government Services.
- The post is subject to a probationary period of 3months and may be terminated by one month's notice on either side.