

RAVENGLASS & ESKDALE RAILWAY ADMINISTRATIVE OFFICER(S)



Two Posts

Full Time – 5 days per week

Part Time – 3 days per weeks

About the Job

We are seeking two experienced and versatile administrators to join our team at Ravenglass & Eskdale Railway. You will provide a welcoming and efficient reception and administrative service, for customers, visitors and colleagues; dealing efficiently with their enquiries and ensuring outstanding customer service at all times. You will be the first point of contact for incoming telephone and email enquiries which will require professional, enthusiastic and effective handling.

Full Time: 35 hrs per week over 5 days to include some weekend and bank holiday working

Part Time: 21 hrs per week over 3 days to include some weekend and bank holiday working

Fixed Term Position: Available immediately until 01/01/2020 with the potential to extend.

Rate of Pay: £8.21ph

Uniform: Office staff are expected to be smartly presented. Some uniform may be provided.

About Ravenglass & Eskdale Railway

The Ravenglass & Eskdale Railway is one of a group of privately owned companies whose central office is located in Kendal, Cumbria. The Ravenglass & Eskdale Railway operates a 15' narrow gauge steam railway running from Ravenglass seven miles through the Eskdale Valley to Dalegarth. It started life in 1875 as a 3' gauge railway for the carriage of iron ore and re-gauged in 1915 to 15". At the present time the operation stock of engines comprise 6 steam and 4 diesel locomotives. The Railway is one of the major tourist attractions in Cumbria, carrying over 100,000 passengers and with a turnover of nearly £2M per annum. The Railway is assisted in its day to day operation by the Ravenglass & Eskdale Railway Preservation Society, many members of which volunteer for a wide range of duties.

About the Role

Key responsibilities will be, but are not limited to:

- Overseeing the smooth running of the Ravenglass office on a day to day basis including providing the first point of contact for all telephone and email enquires
- Taking bookings and validating gift experiences, assisting with e-ticketing enquiries and processing orders, assisting with group bookings and providing a group welcome service
- Distributing booking information to relevant departments and colleagues.
- Responsibility for petty cash and banking
- Preparing regular financial and marketing reports
- Assisting with marketing initiatives and seasonal or special events
- Providing correspondence and general administrative support to the Commercial Manager.
- Providing support to the Visitor Services / Retail / Commercial teams by covering meal breaks during the operating service where necessary
- Coordinating the monitoring and ordering of stationery and consumables
- To work within and respect the confidentiality required by a private sector commercial operating company at all times

- At all times to work in a safe manner, raising any health and safety concerns immediately with management
- Any other duties as may be required from time to time to contribute towards the successful operation of the Railway

Reporting

The Administration Officer will report to the Railway's Commercial Manager and will liaise closely with the RER Operations Manager and heads of department plus colleagues from the group's central support office such as the finance and marketing teams. There will be no direct reports.

Person Specification

We are looking for someone who has a genuine passion for customer service, is friendly and helpful with an excellent telephone manner and enjoys working as part of a small team. You will have excellent communication skills and the ability to manage customer expectations efficiently, be flexible, focused, self-motivated and be effective at time management and organisation.

You must possess a good working knowledge of Microsoft software, in particular Excel and Word have the aptitude and ability to adapt to different software systems and processes. You should have a good understanding of utilising the internet and ecommerce environments. Previous experience in an administrative post is essential.

Some weekend and bank holiday working will be required on a rota basis. This is a responsible position within the company and as such may require additional hours to be worked where operationally necessary.

Leave Entitlement

28 working days (pro rata) per annum inclusive of public holidays

Benefits

A series of staff discounts and benefits are available across our group of businesses.