



Didcot Railway Centre

## **Application Pack: Visitor Facilities Assistant**

February 2020

**Hours: 28 per week, flexible**

**Location: Didcot, Oxfordshire**

This application pack contains the following Information:

1. Job description
2. About Didcot Railway Centre and the Great Western Society
3. How to apply

### **1. Job Description**

An exciting opportunity to join the energetic and committed team at Didcot Railway Centre ensuring the facilities and all visitor areas are kept clean, tidy and presentable at all times.

As Visitor Facilities Assistant at Didcot Railway Centre you will use your experience to provide an adaptive and flexible response to the needs of the site and our events and activities throughout the year. In return we will provide hours that fit around your life and commitments. Most importantly you'll be part of a friendly team – passionate about heritage and sharing this with our visitors to the best of our ability.

#### **Duties and responsibilities**

- **Provide an excellent standard of cleaning:** Ensure all facilities and areas used by visitors are kept clean and tidy, enabling all visitors, volunteers and staff to have the best experience of the site and our buildings.
- **Collect and process deliveries to site:** Whether the site is open to the public, or closed off-season, there are many deliveries to the site which will need collecting and delivering or storing as required.
- **Feedback any issues or required repairs:** Ensure excellent communication with the Operations Manager to report any areas requiring maintenance or repair
- **Management of cleaning materials:** Monitor cleaning products to ensure they are fit for purpose and adequate amounts are stocked at all times.
- **Be a positive advocate for Didcot Railway Centre:** Liaise with relevant staff, volunteers and members to undertake any tasks as required and to ensure a positive experience for visitors at all times.

## **Required Skills**

- Excellent cleaning skills with an eye for detail
- Friendly disposition willing to visitors, volunteers and staff alike
- Ability to manage own workload
- Pro-active 'can do' attitude
- Reliable and well organised
- Excellent communication skills
- Enthusiastic and hard-working

You will report to and be supported by the Operations Manager, a small dedicated team of paid staff and a group of enthusiastic volunteers.

Didcot Railway Centre is open every weekend and daily from April to September so weekend and Bank Holiday working will be required as well as during the week.

## **Safeguarding**

Didcot Railway Centre is committed to safeguarding and promoting the welfare of all visitors, volunteers and staff. All staff are expected to share the same level of commitment and a DBS check may be required for successful applicants.

## **2. About Didcot Railway Centre and the Great Western Society**

Didcot Railway Centre was established in 1961 to preserve the history of the Great Western Railway. Now a living museum occupying a 21-acre site in the heart of the Victorian railway town of Didcot in South Oxfordshire, the centre welcomes c.50,000 visitors per year ranging from historians and heritage rail enthusiasts to families and school groups.

Housing the largest collection of Great Western Railway engines, Didcot Railway Centre is also home to the coal stage and engine shed (both Grade II listed). Ambitious plans for redevelopment of the site will see these buildings restored alongside new buildings to ensure all visitors benefit from the best onsite experience possible.

## **3. How to apply**

To apply please send a copy of your CV and a covering letter detailing your experience and explaining how you meet the person specification to [info@didcotrailwaycentre.org.uk](mailto:info@didcotrailwaycentre.org.uk). The deadline for applications is Friday 28 February with interviews scheduled to take place week commencing 2 March.

Please make your subject line 'Application: Visitor Facilities Assistant' and include details of two referees, your current salary and information regarding your availability. Please also state whether there are any restrictions on your right to work in the UK.

The Equal Opportunities Monitoring Form should also be completed and included with your application, however this will not form any part of the interview decision-making process.