



Job Title:	Railway Team Leader
Grade:	5
Location:	Longleat
Department:	Attractions - Railway
Reports to:	Assistant Operations Manager

Job Summary

The Longleat Railway is the 2nd most intensely operated 15inch Gauge Passenger Railway in Europe and we are looking for a Railway Team Leader to support the Railway Engineer and Assistant Operations Manager in always operating the Railway safely to ensure we are constantly delivering a fantastic experience to our guests.

Key Responsibilities

Railway Team Leader:

1. Supporting the Longleat Railway Engineer and Assistant Operations Manager during the day to day operations of the railway. Overseeing the Railway and its team in their absence.
2. To be a role model for the rest of the Railway Team & represent the Railway at Morning Duty Manager Meetings.
3. Ability to make decisions within the Role concerning day to day operation of the Railway including Safety Critical Matters alongside the railway engineer when present.
4. To take responsibility for workshop operations on a Joint Basis with Railway Engineer and on a Sole Basis in the Engineer's absence. This includes responsibility for ensuring maintenance checks and relevant paperwork and service records are adhered to and always kept up to date.
5. Able to support with physical maintenance of the Railway – including track maintenance and Loco & Carriage Maintenance.
6. Support the Railway Engineer in ensuring all Risk Assessments and Training records are up to date and reviewed on an ongoing basis.
7. Be responsible for SOP compliance training and sign off in the absence of the Railway Engineer
8. To be able to liaise with Duty Manager / Operations Management in Absence of Railway Engineer or Assistant Operations Manager.
9. The role also includes Driver and Signaller Duties as part of the Railway Team Leader role.
10. Support in identifying ways to improve Health & Safety and Guest Experience of the Railway Operation.
11. Support the wider operations team if required as part of Job Role.
12. Must pass an Occupational Health Examination to ensure they meet the ORR Standards for Train Drivers and Signaller.
13. To always provide a Guest focused service ensuring that all work is completed to the highest standards of the brand.
14. Always represent the Company by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.

15. Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
16. Work in a responsible and safe manner adhering to Health & Safety, safe working practices and Company Policies and Procedures.
17. Such other reasonable duties as and when required by your Line Manager.
18. The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.

General

- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- Experience of Railway or Similar Operations / Practical Knowledge of Basic Mechanical and Technical items

Desirable

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The Ideal Candidate – Key Competencies

Essential

- Full UK Driving Licence
- Must be able to react quickly and appropriately under pressure in emergency situations and maintain professionalism.
- Effective communication skills
- Passionate about delivering excellent customer service.
- You must be a minimum age of 21 to drive the diesel locomotives.
- Flexible approach to working hours and days which include evenings and weekends.
- Experience in leading a team.

Desirable

- Although not essential, experience of working with diesel and/or steam locomotive engines would be highly advantageous.

Position within the Team

