



Facilities Maintenance Operative

The Severn Valley Railway (SVR) is an award winning heritage attraction welcoming up to 250,000 visitors every year. This full-size standard-gauge railway line runs regular, mainly steam-hauled, passenger trains between Kidderminster in Worcestershire and Bridgnorth in Shropshire. Along the line the SVR operates two pubs, eight catering outlets, three shops and a visitor centre. In support of the railway operation there is a thriving Engineering Workshop, Diesel Depot, and Carriage & Wagon Works.

With an annual turnover of around £8m, the SVR employs 90 people in full and part-time roles and a further 1,600 in voluntary roles. The SVR is a significant employer in the counties of Worcestershire and Shropshire.

The SVR is proud of its position as a nationally recognised and award-winning heritage attraction. Collectively the SVR's mission is to: "To enthuse and inspire an affection and understanding in our visitors and staff for the Severn Valley Railway and the bygone era of steam locomotion and heritage diesels through the operation and interpretation of the Railway infrastructure, locomotives, historic carriages and wagons."

Role Outline

Based in Kidderminster and working across various sites along the Railway, this role is responsible for helping to maintain the safety, functionality, and appearance of the Railway's buildings, stations, visitor facilities, and operational premises. Working both independently and as part of a wider team of employees and volunteers, the successful candidate will carry out planned preventative maintenance as well as respond to reactive maintenance requirements across all SVR locations.

The contract is permanent and part-time, working 16 hours per week, based on a five in seven working week. Flexible working will be required based around the requirements of the role, which will include occasional early starts, evenings, weekends or bank holidays by agreement to support operational events or urgent maintenance.

Salary up to £12,480 per annum dependent on skills and experience.

Benefits include company pension scheme, life assurance, free on-site parking, travel discounts on the national rail network (subject to a qualifying period), SVR travel vouchers, employee discounts, Employee Assistance Programme, employee-funded health cash plan, 23 days annual leave plus bank holidays (pro-rated).



Duties and Responsibilities

Reactive maintenance and repairs

- Respond to maintenance requests allocated by the Facilities Manager, assess the fault and complete a safe, proportionate repair within personal competence.
- Carry out general building repairs, including plumbing, carpentry, decorating, patch repairs, door and lock adjustments and basic drainage clearance.
- Make areas safe where an immediate repair is not possible, reporting the risk promptly and providing clear information for follow-on work or contractor attendance.
- Planned preventive maintenance (PPM).
- Complete scheduled inspections, routine maintenance tasks and condition checks in accordance with the Facilities maintenance system and site procedures.
- Undertake routine checks such as emergency lighting function tests, water-temperature monitoring, visual building inspections, meter readings, basic plant checks and other tasks for which training and authorisation have been provided.
- Assist with seasonal preparations, including frost protection, drainage and gutter clearance, external area checks and readiness for major operating events.
- Compliance and record keeping.
- Complete work orders, inspection records, photographs, time entries and parts used through the nominated maintenance system or mobile device.
- Follow risk assessments, method statements, permits, isolation procedures, COSHH controls and manufacturer instructions.
- Report hazards, near misses, accidents, safeguarding concerns and significant defects in a timely manner.

Sites, stores and contractor support

- Travel between SVR locations and work in public, office, retail, station, visitor and engineering environments as allocated.
- Maintain tools, equipment, vehicles and work areas in a safe and serviceable condition and support control of stock and consumables.
- Meet contractors on site when requested, provide access and local information, and report progress or concerns to the Facilities Manager.
- Work positively with station teams, departments and volunteers, minimising disruption to railway operations and the visitor experience.

General responsibilities

- Work in accordance with SVR policies, procedures and values, including health and safety, equality, safeguarding, data protection and environmental requirements.
- Provide a helpful and professional service to colleagues, volunteers, contractors and visitors.
- Use materials and energy responsibly and support waste reduction and good housekeeping.
- Undertake reasonable duties consistent with the purpose and level of the role.



Key Relationships

- Facilities Manager
- Facilities team
- Colleagues and volunteers across all departments
- Contractors

Skills and Experience Required

Essential

- Practical experience of building, facilities, property or general maintenance; confident use of hand and power tools.
- Able to diagnose common defects and complete good-quality minor repairs safely within competence.
- Able to use a smartphone or tablet for work orders, photographs, email and simple records.
- Reliable, organised and able to work independently or as part of a team.
- Good understanding of safe systems of work; able to follow risk assessments, COSHH information and isolation controls.

Desirable

- Experience in a multi-site, visitor attraction, heritage, transport or operational environment.
- Proven ability to work collaboratively and build positive relationships with both volunteers and employees.

Qualifications or Training Required

Essential

- Full UK driving licence and willingness to travel between SVR sites using an SVR vehicle, subject to SVR driver authorisation and insurance requirements.

Desirable

- Recognised trade or maintenance qualification; experience in one or more of the following: electrical, plumbing, carpentry, decorating or general building maintenance.



Physical and Operation Requirements

- The role involves regular walking, standing, bending, reaching and manual handling.
- Work may take place indoors and outdoors, in all seasons, and in occupied public areas and workshops.
- Some duties may require access equipment, confined or restricted spaces, lone working, or work near operational railway activities. These tasks will only be undertaken following the relevant assessment, training and authorisation.