Infrastructure Administration Assistant and PA to Director

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. Severn Valley Railway is an umbrella name for three constituent organisations plus supporting owner groups of locomotives, carriages and wagons. 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

Reporting to the Director of Infrastructure and based at Kidderminster, this role will provide high quality administrative assistance to the Infrastructure team, including employees and volunteers, as required, as well as working directly for the Director managing diaries, meetings and dealing with issues in their absence. The role will carry out tasks in order to enable a more efficient operation of the Infrastructure Department and to support the Director of Infrastructure.

The contract is permanent and part-time, working 25 hours per week, Monday – Friday.

Duties and Responsibilities

- Ensure the efficient running of the Infrastructure office in conjunction with the Infrastructure Director, delivering a high standard of administrative support to both the team and Director.
- Identify and implement efficiencies and improvements to working practices and department costs.
- Maintain all necessary documentation/certification for the department liaising where necessary with respective managers.

- Arrange the procurement of services and materials for in-house and external contracts and associated paperwork/certification.
- Produce sales invoices using Microsoft Excel and purchase ordering from the accounts software.
- Arrange and minute meetings as required and assist with action points from meetings. Following up and liaising with meeting attendees to ensure all action points are met.
- Ensure the coordination of the company vehicle booking system.
- Ensure that all work carried out complies with the SVR Safety Management System.
- Undertake any other duties as required by the Director of Infrastructure in accordance with the scope and responsibilities of the role.

Key Relationships

- Director of Infrastructure
- Team members – both employees and volunteers
- Senior Leadership Team
- Finance department and other SVR departments
- Employees and volunteer staff
- Suppliers and contractors
- Directors of the SVRS board

Skills and Experience Required

- Extensive administrative and clerical experience
- Computer literacy (all MS packages)
- Excellent interpersonal skills
- Organisational and time-management skills, with the ability to work to tight deadlines and manage conflicting priorities
- High attention to detail
- Self-motivated, with the ability to work both independently and as part of a team

Qualifications or Training

- NVQ/OCR Level 3 in administration or equivalent in business, finance or management or willingness to train would be beneficial