



Job Title: Operations Manager (Operations, Safety & Infrastructure)

Location: Epping Ongar Railway, Essex, UK

Salary: £30,000 - £45,000, commensurate with experience

AIM / PURPOSE OF ROLE:

The **Operations Manager (Operations, Safety & Infrastructure)** is responsible for overseeing the day-to-day operations at the **Epping Ongar Railway**, ensuring that safety and operational efficiency align with our strategic goals. This role is critical in fostering a strong safety culture and ensuring compliance with all relevant policies and legislation. The Operations Manager will work closely with the Managing Director, Board of Directors, and various teams to ensure smooth Railway operations, while leading staff and volunteers.

MAIN TASKS / PRINCIPAL ACCOUNTABILITIES:

- **Regulatory Liaison:** Serve as the primary point of contact between the Railway and regulatory bodies, such as the **Office of Rail and Road (ORR)**, in coordination with the Duty Holder Director.
- **Department Management:** Lead the Operations Department and Heads of Department for Permanent-Way (Signalling and Track) inspiring and motivating staff and volunteers to deliver operational excellence.
- **Interim Head of Department:** Act as Interim HoD during vacancies to maintain seamless operations.
- **Infrastructure Responsibilities:** Lead all bridge, drainage, track and stations infrastructure projects and repairs through existing teams. Ensuring regular checks and audits take place and are reviewed by independently suitably qualified persons.
- **Safety Management:** further develop and maintain the **Operational Safety Management System** in collaboration with key personnel.
- **Auditing:** Conduct regular internal audits to ensure compliance with the **Rule Book** and **Safety Management System**. Coordinate external audits as needed.
- **Safe Systems of Work:** Oversee the review and updating of **Safe Systems of Work (SSoW)** across operations, engineering and infrastructure.
- **Incident Management and Reporting:** Manage incident reporting and investigation, ensuring lessons learned are communicated across the team.
- **Competence Management System:** Lead the overhaul of the system and manage the move to the HOPS System for Competency Management.
- **Staff Development:** Support the development and progression of operational staff, managing improvement plans where necessary.
- **Training Liaison:** Collaborate with the Training Department to support training delivery and ongoing staff development.
- **Operational Coordination:** Work across departments to ensure smooth operations, particularly in scheduling and communicating operational needs.
- **Responsible Officer (RO):** Serve as RO when required.
- **Planning Contribution:** Support the planning of timetables and train operations, including engineering services.

- **Operational Notices:** Produce and distribute weekly operational notices and special traffic notices for events.
- **Risk Assessment:** Lead the development of risk assessments, ensuring they remain updated and relevant.
- **Representation:** Represent **Epping Ongar Railway** at external meetings when required.
- **Operational Support:** Provide assistance with shunting and other operational tasks when necessary.

GENERAL MANAGEMENT CONSIDERATIONS:

- Prioritise the safety of the public and staff.
- Ensure timely and accurate completion of tasks.
- Maintain professionalism in interactions with the public.
- Uphold the values and aims of the Epping Ongar Railway.
- Promote a positive safety culture through adherence to policies.
- Support the Railway's long-term financial and operational success.

PERSON SPECIFICATION:

Education/Qualifications:

- Relevant professional qualifications or significant experience in a similar role.
- Must complete the **Managing Safety IOSH Course** within six months and aim to achieve **NEBOSH** qualification within two years.

Experience: **desirable but not essential for the right candidate*

- Experience managing a **Safety Management System (SMS)** in a Railway environment, preferably Heritage Railways.
- Knowledge of the **Health & Safety at Work Act**, **Safe Systems of Work**, and relevant railway safety regulations would be advantageous.
- Familiarity with **Heritage Operations Processing System (HOPS)** would be a bonus, but training will be offered.
- Experience working in volunteer-led tourism or heritage environments.
- Experience in managing change and developing competency plans for staff.

Knowledge:

- Deep understanding of heritage railway operations, challenges, and opportunities would be advantageous.
- Knowledge of Health & Safety requirements, including **ROGS** and **RM3**, with the ability to promote a safety culture will be key, training can be provided for those without this knowledge.
- Ability to write clear operating instructions and notices.

Personal Attributes and Abilities:

- Strong leadership skills with the ability to inspire and motivate a team of staff and volunteers.

- Excellent organisational and IT skills for managing department administration, training, and records.
- Customer-focused with a commitment to delivering high standards of service.
- Ability to work collaboratively and represent the department as part of the Railway's management team.
- Ability to cope with the physical demands of the role.
- Proactive, enthusiastic, and committed to the Railway's mission and values.
- Ability to work weekends, summer holidays, and be available over the Christmas and New Year festive period.

SALARY AND CONDITIONS OF SERVICE:

- £30,000 - £45,000, commensurate with experience
- **North Weald Station Masters House** could be made available for live-in accommodation/rental (primarily for this role).
- 28 days annual leave per year.
- Sick leave in line with the Statutory Sick Pay Scheme.
- Free travel on the **339 bus service**.
- Free travel for you and your family on the railway and associated events.
- Free two-person **HRA Privilege Pass** for reciprocal travel.
- Free membership of the **Epping Ongar Railway Volunteer Society**.
- Subject to a 6-month probationary period, with three month's notice on either side.

Apply Now!

If you're passionate about heritage railways and ready to make a difference, we'd love to hear from you! Send us your Curriculum vitae and complete our application form. We welcome additional covering letters if you wish.

For full job descriptions and application details, visit our website at www.eorailway.co.uk or contact us at enquiries@eorailway.co.uk.

Closing Date: 30 November 2024* *however, we reserve the right to close applications early*

Epping Ongar Railway is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.