



Job Title: Business Secretary (Administration, Events & Commercial)

Location: Epping Ongar Railway, Essex, UK

Salary: £25,000 - £35,000, commensurate with experience

AIM / PURPOSE OF ROLE:

The **Business Secretary (Administration, Events & Commercial)** is responsible for overseeing administrative processes at the **Epping Ongar Railway** and providing essential support to the Managing Director, Directors, Heads of Department, staff, and volunteers. As the gatekeeper of the Railway, on non-public days, you will often be the first person visitors meet, helping to ensure smooth operations and excellent visitor experiences.

MAIN TASKS / PRINCIPAL ACCOUNTABILITIES:

- **Administration Management:** Enhance and oversee administrative processes to support the Railway's daily operations.
- **Administration Support:** Provide comprehensive administrative support to the Managing Director and senior management, including scheduling, correspondence, and project management.
- **Financial Administration:** Assist with our business accounting budget tracking, expense reporting, invoicing, and payment follow-up, working with the Finance Team and providing cover for the volunteer Ledger Clerk and HoD when required.
- **Events:** Play a key role in planning and executing events, particularly our busy Christmas season, liaising with contractors and suppliers, and ensuring an exceptional visitor experience.
- **Film and Advertising:** Work closely with our Head of Filming and Advertising and their volunteer representatives to grow our venue and asset hires, helping develop our RailwayforHire.com website whilst building a wide and varied client database.
- **Reporting and Analysis:** Prepare accurate reports and presentations for board meetings.
- **Enquiries Assistance:** Work closely with our volunteer enquiries team, handling phone calls and responding to email enquiries.
- **Online Communications:** Assist in the development of our social media platforms, responding to comments and enquiries in coordination with the relevant team members.
- **Staff Coordination:** Act as a liaison between departments, facilitating effective communication and collaboration.
- **Volunteer Engagement:** Work with volunteer coordinators to improve engagement and offer support to our volunteer workforce.

GENERAL MANAGEMENT CONSIDERATIONS:

- Prioritise safety for staff and the public at all times.

- Ensure tasks are completed promptly and accurately.
- Maintain professionalism and courtesy when interacting with the public.
- Promote and uphold the values and aims of the **Epping Ongar Railway**.
- Foster a positive safety culture through adherence to policies.
- Support the long-term financial and operational success of the Railway.

PERSON SPECIFICATION:

Education/Qualifications:

- Relevant professional development or significant experience in a similar role.

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

- Experience working with ticketing software and Google suite of online software, and accounting software like **SAGE**.
- Familiarity with the **Heritage Operations Processing System (HOPS)** would be a benefit.
- Experience in a volunteer-led tourism/heritage environment.
- Proven experience with change management, including a willingness to learn new systems and software.
- Experience using social media and website back office functions.

KEY SKILLS AND ATTRIBUTES:

- **Organisational Skills:** Excellent organisational skills with the ability to manage multiple tasks and prioritise effectively.
- **Communication:** Strong written and verbal communication skills.
- **Interpersonal Skills:** Ability to engage and inspire staff, volunteers and visitors at all levels.
- **Problem-Solving:** Proactive problem-solving skills with a focus on results and solutions.
- **Flexibility:** Willingness to work weekends, summer holidays and be available during the busy Christmas and New Year festive period.

SALARY AND CONDITIONS OF SERVICE:

- £25,000 - £35,000, commensurate with experience
- Full time position (*would consider part-time for the right person*)
- 28 days annual leave per year.
- Sick leave in line with the Statutory Sick Pay Scheme.
- Discounted food, drink, and shop purchases on site.
- 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**.
- Subjects to a 6 month probationary period with one 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.