



Llangollen Railway Trust is seeking to appoint a dynamic and highly motivated individual to join our Commercial Administration team.

Post: **Administrative Assistant (Events)**

Hours: 20 hours per week – Typically 12.00-4.00 Monday- Friday with some flexibility for Event presence.

Salary: £24,375 (pro rata)

The post holder will be jointly responsible for the effective day-to-day running of the Commercial office, with a focus on Events and Community participation. A key part of the role will be to work with the existing team to develop the Railway's Commercial Offer for 2025 and beyond.

Ideally, the successful candidate will have experience of working in a very busy and multi-disciplined office environment and some experience of organising events or fundraising.

An application pack can be requested by emailing hr@llangollen-railway.co.uk.

For further information regarding the above post please contact Nicola Reincke, Commercial Manager on 01978 860979 or commercialmanager@llangollen-railway.co.uk

Closing Date: 9 am, Monday, February 17th 2025.



Llangollen Railway Trust

JOB DESCRIPTION / Personal Specification

JOB TITLE	Administration Assistant (Events) – Commercial Dept
SALARY	£24,375 (pro rata)
HOURS	20 hours per week
EMPLOYER	Llangollen Railway Trust
REPORTING TO	Commercial Manager
LOCATION	Llangollen Railway Station
LANGUAGE	Welsh speaking desirable

AIM

- *To be the principle contact for **Event Support & Community participation.***
- *To be a point of contact for telephone and face-to-face enquiries from the general public and internal organisational departments.*
- *To contribute to the administrative needs of the Railway's Commercial Team.*
- *To provide administration support to Llangollen Railway Trust Board and Staff, when necessary.*

MAIN TASKS

1. Telephone and face-to-face enquiries to the Railway.
2. To communicate effectively and confidently with the general public.
3. Work with your commercial team colleagues and management to further promote and develop administration activities.

4. To assist with commercial activities, including events delivery, when appropriate.
5. Uphold and further strengthen appropriate systems of record-keeping;
6. Support the provision of online content; particularly website and social media platforms.
7. Support the design and production of promotional materials
8. Utilise appropriate monitoring and evaluation systems
9. Ensure relevant policies and procedures are followed, including health & safety
10. To promote equal opportunities and the Welsh Language throughout your work.
11. To complete special projects and other duties in alignment with Railway services when required.
12. Maintain close working relationships with relevant partner organisations
13. Work evenings and weekends as required

PERSON SPECIFICATION

	Essential	Desirable
EDUCATION/QUALIFICATIONS		
• Good general level of education	✓	
EXPERIENCE		
• Experience in using general MS Office computer packages	✓	
• Experience of administrative systems	✓	
• Experience of working within a tourism environment		✓
• Experience in a customer service role or other customer facing activities	✓	
KNOWLEDGE		
• Knowledge of the voluntary/tourism sector		✓
• Knowledge of customer service best practice	✓	
SKILLS AND ABILITIES		
• Able to work on own initiative and as part of a team	✓	
• Able to demonstrate a can-do attitude, willing to go the extra mile	✓	
• Able to demonstrate excellent organisational skills		✓

PERSONAL		
<ul style="list-style-type: none"> • Acceptance of a commitment to Llangollen Railway Trust's mission statement, aims and values, and its policies 	✓	
<ul style="list-style-type: none"> • Excellent interpersonal and organisational skills 	✓	
<ul style="list-style-type: none"> • Enthusiastic and self-starting 	✓	

SALARY AND CONDITIONS OF SERVICE

- Annual Leave in accordance with 28 days per year (inclusive of Bank Holidays). The leave year is from 1 April to 31 March.
- Sick leave will be allowed in accordance with the Organisation sickness policy.
- The post is subject to a probationary period of 3 months and may be terminated by one month's notice on either side.