



**SOUTH
DEVON
RAILWAY**

Operations Manager

Responsible to: - General Manager

Hours: - 40 hours per week, including some weekends and bank holidays.

Salary:- £29-33k per annum depending upon experience

Location: - Predominantly Buckfastleigh Station, TQ11 0DZ, but attendance required at all South Devon Railway locations between Buckfastleigh and Totnes.

Job Description

This is a rare opportunity to join the South Devon Railway's operations team as the Operations Manager. The Operations Manager is responsible for managing day to day operations on the SDR and the relevant operational departments, ensuring safety as a first priority as well as a punctual and efficient railway that operates according to the commercial requirements of the business. The Operations Manager will also lead a strong safety culture and ensure compliance with the relevant policies, standards and legislation.

Key Responsibilities

- Co-ordinate all operational requirements across the various SDR departments, managing requests from departments such as Permanent Way and Signal and Telegraph for engineers movements and line access, as well as Locomotive, Carriage and Wagon and Engineering for shunting and vehicle maintenance.
- Produce and distribute regular operational notices such as the Weekly Operating Notice, Special Traffic Notices for events and safety advice/updates as required.
- Ensure that Commercial requests for additional trains, train formations, timetables etc are met wherever possible, and where requests cannot be met alternative arrangements are agreed and communicated.
- Co-ordinate and deliver the agreed timetables and train formations.
- Ensure all operational rosters are covered, and oversee a system of short-notice cover arrangement.
- Ensure compliance with the Competence Management System across all operational departments and roles.
- Deliver training in roles you are competent in, and develop new training programmes.
- Audit records such as those relating to competence and training, maintenance, daily train running logs, safety processes etc.
- Manage the relevant Heads of Departments for operational roles.
- Assist with the development of the Safety Management System in conjunction with the General Manager.
- Act as Duty Officer and manage the Duty Officer department ensuring suitable cover for this role, and provide on-call "Senior Manager" cover on a rota basis.
- Gain and maintain competence in key operational roles including guard, signaller and Duty Officer.
- Manage safety reporting systems and ensure actions are carried out and signed off.



**SOUTH
DEVON
RAILWAY**

- Ensure incidents and accidents are investigated and learning points are properly shared and enacted.
- Ensure Health and Safety regulations are followed, and assist with the development of such policies.
- Produce risk assessments and monitor the suitability of them, updating them where required.
- Engage with staff (both paid and volunteers) and customers to ensure a friendly, welcoming atmosphere across the SDR.
- Take responsibility for certain key asset management and compliance tasks, such as ensuring Portable Appliance Testing is carried out, gas safety checks are completed etc.
- Provide assistance to the Customer Experience Manager where required.

Key Skills

- At least 5 years operational railway experience.
- Experience of working in a safety management role.
- Current or recent competences in operational railway grades preferable.
- Excellent communicator (both written and verbal) with great people skills.
- Ability to remain calm under pressure.
- Understanding of the risk assessment process and ability to complete thorough risk assessments, and understanding of relevant Health and Safety legislation. IOSH/NEBOSH preferable but training can be given.
- Demonstratable strong safety values.
- Great planning, organisational and time-management skills.
- Confident with key computing packages including Word, Excel, Outlook and Powerpoint.
- Ability to understand, design and implement management systems such as those for managing defects and competences.
- Flexible approach to working hours and days.
- Ability to pass a railway medical examination for safety critical work.

Benefits

The South Devon Railway provides a varied workplace, operating a 7 mile steam railway, a model shop and a major engineering business that carries out contract work for other heritage railways along with mainline operators. The SDR has a small team of paid staff along with a large base of dedicated volunteers.

The successful applicant will also benefit from enrolment onto the company pension scheme, free travel on SDR train services, quarter price travel on National Rail services and free on-site parking.

**To apply, please send your CV and a covering letter to
generalmanager@southdevonrailway.co.uk**

Applications will close by Friday 7th February 2025.