



Job Description – Office Administrator

Overview of the Organisation:

The A1 Steam Locomotive Trust is a registered charity with a mission to build and operate brand-new steam locomotives on the UK network. The Trust is funded by public donations; many of our Supporters donate each month and a good number have been involved since the charity was established in 1990.

The Trust successfully completed No. 60163 *Tornado* in 2008 – the first standard gauge steam locomotive built in the UK since the 1960s. *Tornado* went on to star on BBC's *Top Gear* and in the *Paddington 2* movie, and now hauls passenger trains across the UK.

Based in Darlington, the Trust is also nearing completion of a second build project, a P2 class locomotive, No. 2007 *Prince of Wales*. More details about the Trust can be found at www.a1steam.com.

Overview of the Role:

This position is to support the Office Manager and assist with the overall function of the office by answering calls, emails, pulling reports and updating our CRM accordingly. There will be ad hoc tasks such as helping organise events, functions, collating information, managing volunteers etc. however the main purpose of the role is to keep our Supporters happy and the Trust running smoothly.

The office itself is uniquely positioned adjacent to the workshop where the locomotives are built and serviced. There are live tracks from our workshop allowing engines to come and go at events, and the workshop is open to the public on these occasions.

Specific Duties:

- Ensuring our CRM entries are correct and our records match.
- Weekly CRM checks and updates, Gift Aid reports and checks.
- Assisting supporters with queries via phone, email & mail.
- Booking train travel and accommodation as required by the team.
- Helping with events and our annual convention, e.g. collation of details, set up, name badges etc.
- Future involvement in managing tour operating admin duties, e.g. booking seats, taking payments, arranging coach seating plans and mailing physical tickets.





THE A1 STEAM LOCOMOTIVE TRUST

New Steam for the Main Line

Person Specification

Essential:

- Experience of data management systems
- Detail orientated
- Positive, can-do attitude
- Customer service experience
- Team Player

Reporting Arrangements

The line manager for this post is the Office Manager. There would also be a link to the Commercial Director and Trustees.

Hours and Salary: 34 hours per week over 5 days. The salary for the role is £22,471 rising to £22,971 on successful completion of a 3-month probationary period.



60163 TORNADO
New Steam for the Main Line



2007 PRINCE OF WALES
Building Britain's Most Powerful Steam Locomotive



3403 HIGHLANDER
Recreating Gresley's last design