

Office Administrator

Location: Bo'ness, Falkirk

Hours: 35 hours per week

Salary: Competitive, dependent on experience



Help shape the future of Scotland's railway heritage

The Scottish Railway Preservation Society (SRPS) is one of Scotland's leading railway heritage charities. From our offices in Bo'ness, we support the Society's activities, including the Bo'ness & Kinneil Railway, the Museum of Scottish Railways, SRPS Railtours and a wide range of heritage and educational initiatives.

Every year, thousands of people enjoy our heritage railway, museum, railtours and events. Behind these experiences is a dedicated team of staff and volunteers working together to ensure the Society operates efficiently and delivers excellent service to visitors, members, volunteers and customers.

As we continue our ambition of establishing Scotland's National Railway Heritage Destination, we're looking for an organised, enthusiastic and customer-focused **Office Administrator** to join our team.

This is a varied office-based role, located at our Bo'ness headquarters. You'll provide essential administrative support across the Society, coordinating bookings, responding to enquiries and helping ensure the smooth day-to-day running of the organisation.

Working closely with colleagues and volunteers, you'll play an important role in supporting the Society's activities and ensuring our customers receive a professional, friendly and efficient service.

The Role

As Office Administrator, you'll be the first point of contact for many enquiries received by the Society. You'll help customers book visits and experiences, support volunteers and colleagues with administration, maintain accurate records and ensure the office operates smoothly and efficiently.

Your responsibilities will include:

- Acting as the first point of contact for telephone, email, postal and face-to-face enquiries.
- Managing customer enquiries and bookings for heritage train journeys, museum visits and special events.
- Coordinating group bookings, preparing quotations, confirmations and invoices.
- Maintaining accurate booking, customer and commercial records using the Society's administration systems.
- Supporting the effective resolution of customer enquiries, including processing authorised refunds, ticket exchanges and gift voucher extensions where appropriate.
- Providing administrative support to the SRPS Board and its principal committees, including organising meetings, preparing agendas and papers, taking minutes and maintaining governance records.
- Providing basic financial administration, including petty cash, company payment cards and accounts support.
- Ordering office supplies and liaising with suppliers.

- Working collaboratively with colleagues and volunteers across the Society to support the successful delivery of its activities.
- Undertaking other duties appropriate to the role, as agreed with your line manager.

No two days are the same. One day you might be coordinating a group booking or preparing Board papers; the next you could be assisting with an event booking or helping resolve a customer enquiry. Your work will help ensure the Society operates professionally and efficiently behind the scenes.

About You

We're looking for someone who enjoys working with people, thrives in a busy office environment and takes pride in delivering excellent customer service.

You'll have:

- Experience working in a busy customer-focused office or administrative environment.
- Excellent customer service and interpersonal skills.
- Outstanding organisational skills and exceptional attention to detail.
- Excellent written and verbal communication skills.
- Confidence using Microsoft Office, particularly Word and Excel.
- The ability to manage a varied workload and prioritise effectively.
- The ability to work independently while contributing positively as part of a team.
- A flexible, proactive approach and a willingness to learn.

Experience of online booking systems, basic accounts, committee administration or working within tourism, hospitality, charities or visitor attractions would be advantageous but is not essential.

An interest in heritage or railways is welcome but is **not essential**. We're looking for someone with the right attitude, enthusiasm and commitment to providing excellent support to colleagues, volunteers and customers.

Why Join Us?

Working for the Scottish Railway Preservation Society offers the opportunity to make a genuine contribution to preserving Scotland's railway heritage.

You'll join a passionate team supporting one of Scotland's most distinctive heritage organisations, where your work behind the scenes helps create memorable experiences for thousands of visitors every year.

In return, we offer:

- A varied and rewarding role where no two days are the same.
- The opportunity to contribute to a nationally significant heritage charity.
- A supportive working environment alongside knowledgeable staff and dedicated volunteers.
- Training and opportunities to develop your skills.
- The chance to play a part in shaping the future of Scotland's National Railway Heritage Destination.

How to Apply

To apply, please submit:

- A current CV.
- A covering letter (no more than two sides of A4) outlining your suitability for the role and explaining why you would like to join the Scottish Railway Preservation Society.

Applications should be sent to:

Email: enquiries.railway@srps.org.uk

Subject: Office Administrator Application

Closing Date: 6th August 2026

Interviews are expected to take place during **week commencing 10th August.**

If you would like an informal discussion about the role before applying, please contact **Kylie Wilson or Kirsty Braidwood on 01506 825855.**

The Scottish Railway Preservation Society is committed to promoting equality, diversity and inclusion and welcomes applications from all suitably qualified candidates.