Job title: **Interior Standards Operative**

Location: Grove Park

Reports to: Interior Standards Supervisor

Job summary: We are seeking dedicated and detail-oriented individuals to join our team as Interior Standards Operatives. As an Interior Standards Operative, you will play a crucial role in ensuring that our trains are maintained to the highest standards, meeting both safety and compliance regulations and our passengers' expectations.

Key responsibilities:

* Perform repairs and maintenance tasks, including but not limited to replacing seat covers, window films, seat bases, armrests, tabletops and toilet fixtures and fittings. Foster a customer -centric approach, creating a positive and welcoming environment for passengers by attentively maintaining the train interiors
* Conduct comprehensive internal and external cleaning, which encompasses tasks such as graffiti removal.
* Carry out first level fault finding of toilet faults
* Prepare trains for seasonal conditions by executing winterisation procedures, conducting sanding operations to enhance traction and safety, and ensuring optimal fluid levels, including replenishing screen wash and anti ice fluid.
* Assist with Depot/Sidings winterisation including application of anti-ice/de-icing products to walkways and roadways, conductor rails (under isolation) and snow clearance.

* Ensure the proper use and preparation of tooling and equipment at the start and end of each shift, promptly reporting any faulty equipment and actively participating in maintenance procedures. Additionally, manage the inventory levels of materials, machines, and tools, promptly reporting any shortages.
* Accurately and promptly complete all paperwork, adhering to established protocols, whether in paper or electronic format. Maintain comprehensive records of tasks and promptly report any issues encountered during the shift, ensuring meticulous documentation.
* Collaborate effectively with team members, demonstrating strong communication skills. Attend training sessions and briefings to stay updated on safety protocols and industry standards, ensuring effective communication within the work environment.
* Demonstrate a customer-focused mindset, ensuring a positive and welcoming environment for passengers.
* Be adaptable to changing schedules, priorities, and tasks, responding efficiently to unexpected situations.
* Exhibit strong problem-solving abilities, addressing challenges related to interior maintenance, or equipment issues.

* Efficiently manage time to complete tasks within designated schedules, optimizing productivity.
* Promote environmental responsibility by adhering to eco-friendly cleaning practices and waste disposal.
* Respond to emergency situations, following established procedures and protocols.
* Develop and maintain proficiency in using tools and cleaning equipment.
* Demonstrate flexibility in working hours and locations as operational requirements dictate.
* Promote a safety-conscious culture, identifying and reporting potential safety hazards/defects.
* As directed by Interior Standards Supervisor

Qualifications:

* Able to pass a PTS medical
* Be able to demonstrate basic mechanical skills