



Your job

Job Title: Haigh – Railway & Transport Services Technician

Service: Culture and Events

Grade: 4

Reporting to: Haigh – Assistant Manager Railway and Transport Services

The Railway & Transport Services Technician will provide operational, safety, engineering, and customer service support to ensure the safe and efficient running of the 15" gauge railway and wider visitor transport services at Haigh Woodland Park (HWP).

The postholder will work as part of the Park's operational and visitor services team, supporting the day-to-day delivery, maintenance, and development of the railway attraction and helping to create high-quality visitor experiences. This includes assisting with ticket sales, managing customer enquiries, and supporting the coordination and delivery of special events linked to the railway and transport services.

The role requires a hands-on, proactive individual with strong mechanical aptitude, excellent communication skills, and a commitment to safety and customer care.

The Technician will work alongside staff, volunteers, commercial partners, contractors, and other stakeholders, contributing to the ongoing improvement and future development of railway and transport-based attractions within the park, including enhanced visitor experiences during seasonal events, themed services, group bookings, and promotional activities.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance

in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Carry out daily, weekly, and monthly safety inspections of railway track, rolling stock, stations, level crossings, signalling areas, tunnels, and surrounding public areas.
- Assist with the safe operation and dispatch of railway services, ensuring professional standards are maintained at all times.
- Monitor passenger safety during boarding, riding, and alighting, ensuring appropriate crowd control, accessibility support, and clear communication with passengers.
- Support the operational development of the railway attraction, contributing to service planning, scheduling, and visitor experience improvements.
- Assist with transport-related operational tasks across the Park where required.
- Undertake planned preventative maintenance (PPM) on locomotives, rolling stock, track sections, signals, and mechanical systems.
- Carry out restorative and corrective maintenance, utilising engineering specifications, technical manuals, and diagnostic skills.
- Assist in planning maintenance and inspection schedules that minimise service downtime while meeting business needs.
- Maintain safe workshop practices, ensuring tools, equipment, and materials are used and stored in line with safety standards.
- Ensure all staff and volunteers comply with safety procedures, PPE requirements, and railway-specific operational rules.
- Monitor risk assessments and support the completion of safety documentation.
- Respond to operational incidents by securing areas, gathering witness information, and completing incident and near-miss reports.

- Promote a positive safety culture through visible best practice, proactive reporting, and continuous improvement.
- Work with volunteers, providing direction, support, and encouragement to maintain high operational and engineering standards.
- Support workstreams involving contractors, partner organisations, and Friend Groups connected to the railway and transport services.
- Assist in delivering clear, friendly, and helpful information to visitors, contributing to a high-quality customer experience.
- Support park-wide operational duties, contributing to the smooth running of Haigh Woodland Park and the site support team as and when required.
- Work flexibly, including evenings, weekends, and Bank Holidays as part of a rota.
- Ensure compliance with GDPR and Wigan Council data-handling standards.
- Demonstrate commitment to Wigan Council's role as a corporate parent, embedding safeguarding principles into daily work.
- Treat all staff, volunteers, and visitors with dignity and respect, ensuring inclusive access for all.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Good general education (ideally GCSE level).
- Level 2 NVQ Diploma in Engineering Maintenance and Installation or able to demonstrate working in a similar environment.
- First Aid at Work (or willingness to achieve within 3 months).
- Practical knowledge of mechanical systems and maintenance.
- Experience of grounds, mechanical, or operational maintenance.
- Ability to work with volunteers and the general public.
- Strong communication and customer service skills.
- Ability to take initiative and work under pressure.
- Good literacy and numeracy.
- Relevant Health & Safety knowledge.
- Enthusiasm for outdoor working
- Literacy and numeracy skills sufficient to carry out the duties of the role.
- Basic knowledge of IT and Microsoft 365.

- Ability to plan and organise own work.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

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| Be Positive | “ Take pride in all that you do and support and develop yourself and others. ” |
| Be Accountable | “ Be responsible for making things better, enabling change and supporting improvement. ” |
| Be Courageous | “ Be open to doing things differently and working collaboratively with others. ” |
| Be Kind | “ Be helpful, generous and thoughtful towards yourself and others. ” |