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| Role Title: | VOLUNTEER ESTATES ASSISTANT |
| Department: | ESTATES DEPARTMENT |
| Departmental Overview: | The Estates Department supports the running of the railway with responsibility for the overall provision and management of repairs and maintenance to Swanage Railway Company's properties with the intention of providing a safe and positive environment for staff and visitors. Where possible, work is carried out by the Department's own volunteer staff; if this is not possible the Department is responsible for the appointment and management of external contractors. |
| Reports to: | Estates Manager |
| Location: | Based at Herston but working at all Swanage Railway locations. |
| Purpose of the role: | Our properties form, along with our trains, a focal point for our Railway. In this role you'll be part of a team working at a variety of locations, helping the Swanage Railway achieve its vision and run a successful railway by providing a safe and well-presented environment for its passengers, visitors, volunteers and employees. |
| What you'll be doing: | <p>These are the key activities that you'll be undertaking:</p> <ul style="list-style-type: none"> • General maintenance activities such as painting, carpentry, plumbing, and electrical. • Interacting with visitors and passengers when working at Station locations. • Using some workshop machinery such as planer/thicknesser, bench saw, chop saw etc. (as needed) • Complying with the Swanage Railway Volunteer Commitment |
| What you'll need for the role: | <ul style="list-style-type: none"> • Practical ability at D I Y. • Good interpersonal skills • Willingness to "get your hands dirty" • Willingness and ability to interact positively with visitors, passengers and colleagues • Ability to work as part of a team or autonomously • Willingness to abide by the Swanage Railway Volunteer Commitment • Able to travel to various Swanage Railway locations • Own transport • Willingness to comply with the Swanage Railway Volunteer Commitment |

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| What you'll get from the role: | <ul style="list-style-type: none"> • A sense of satisfaction from a job well done • Opportunity to meet new people • Involvement in a leading heritage railway. • Opportunity to contribute to the local community • Discounted Refreshments • Free tea/coffee/water • Discounts in SR Shop* • Discounted Rail Travel* <i>*Subject to Membership of Swanage Railway Trust</i> |
| The Training we'll provide: | <ul style="list-style-type: none"> • Induction Training • Personal Track Safety |
| Time commitment: | <p>Our Teams operate all year round. The amount of time you can give be on a flexible basis with experience telling us that approximately 8 hours per week is the most practical. Additionally there will also be a need for some training.</p> |
| Other requirements: | <ul style="list-style-type: none"> • Personal Track Safety This role will require the undertaking of training for a Personal Track Safety Competence. |
| Our vision | <p>The vision of the Swanage Railway Company is to be the leading heritage railway in the UK. To be recognised as the UK's leading heritage railway, the Swanage Railway will actively seek ways of improving its business in all that it does.</p> |
| Our Values | <ul style="list-style-type: none"> • Safety, integrity and professionalism underpin our operations. We are committed to high standards of safety, behaviour and expertise in all we do whilst treating everyone with integrity, openness, and honesty. We seek ways of improving our organisation balancing our heritage with modern business practices. • Dedication, commitment and volunteers are at the heart of our community. We are proud of our inspirational history; we have overcome many challenges and achieved great successes through tenacity and perseverance. That spirit lives on today. We celebrate our Volunteers' commitment and dedication which form such a vital part of our Railway. • Customers are at the focus of our services. Our customers are the heart of our business. We welcome feedback to better understand the needs of our customers and improve our service. • Enjoyment, quality and value for money for all. We deliver a memorable experience enjoyed by everyone. |
| VOLUNTEERING AT THE SWANAGE RAILWAY | <p>Volunteers form an absolutely vital part of everything the Swanage Railway does. There are over 80 different roles that our volunteers fulfil; from driving a locomotive to serving refreshments, from selling goods in our shops to helping maintain our track, from maintaining our signalling equipment to timetabling, from managing our finances to keeping our rolling stock maintained, volunteers are at the heart.</p> |

Our vision is to be the UK's leading heritage railway: we have an inspirational history during which we have overcome many challenges and achieved great successes through tenacity and perseverance. That spirit lives on today. We celebrate our Volunteers' commitment and dedication which form such a vital part of what we do now and will do in the future.

We want all our volunteers to gain fulfilment and enjoyment from their role whilst helping us to achieve our vision, and so we have our Volunteer Commitment that sets out the mutual basis of the relationship between Swanage Railway and our volunteers:

The Swanage Railway will ...

- Welcome you as a volunteer and provide appropriate opportunities to individuals who can help us achieve our purpose and vision.
- Provide the right equipment and training for the task.
- Give guidance and support in your volunteer role.
- Treat you and all other volunteers equally and fairly.
- Ensure, so far as is reasonably practicable, you have a safe working environment.
- Listen to any concerns if things are not going right.
- Recognise that you are a volunteer giving your time to us whilst having other commitments.

In return we ask you to ...

- Give us your time and commit to any training if needed for the role.
- Be professional and loyal to the organization.
- Be fair to those around you.
- Talk to your Manager/ Supervisor (volunteer or employee) first if things aren't going right.
- Comply with our business standards, including the need to maintain confidentiality in relation to all SR information and to comply with SR's security and safety procedures.