



<b>Role Title:</b>	<b>VOLUNTEER TRAIN MANAGER / DEPUTY – Wessex Belle Dining Train</b>
<b>Department:</b>	Catering - Sales and Marketing
<b>Departmental Overview:</b>	<p>The Sales and Marketing Department is responsible for three key areas: the promotion of the Railway's activities and the generation of income through secondary spend at catering and retail outlets.</p> <p>The "Wessex Belle" (brand name of "on train" dining) generates income by offering dining experiences on board a dedicated "Dining Train" which operates on key dates during the year. It is managed by a volunteer Train Manager who reports to the Head of Sales and Marketing supported by one full time and five part time employees and team of volunteer staff.</p>
<b>Reports to:</b>	Head of Sales and Marketing
<b>Reports:</b>	One full time member of staff, nine part time staff and a team of volunteers report to the Train Manager
<b>Location:</b>	Based at Swanage with duties on a moving train between Swanage and Norden.
<b>Purpose of the role:</b>	This role helps the Swanage Railway achieve its vision and run a successful railway by generating income through a high quality dining experience and promoting a positive image of the Railway to our visitors and passengers
<b>What you'll be doing:</b>	<p>You'll be managing the catering team carrying out a variety of roles including:</p> <ul style="list-style-type: none"> <li>• Supervising and organising employees and volunteers</li> <li>• Rostering employees and volunteers</li> <li>• Organising seating plans</li> <li>• Stocking and restocking the kitchen</li> <li>• Security</li> <li>• Meeting and Greeting passengers and visitors</li> <li>• Tidiness and cleanliness of the dining car and kitchen</li> <li>• Safety Management (risk assessments).</li> <li>• Assisting in preparation, cooking and general kitchen duties where appropriate.*</li> <li>• Organising Health and Hygiene certificates where appropriate*</li> <li>• Organising the laundry of uniforms, anti-Makassar's and table linen*</li> <li>• Supporting the organisation's vision and values and complying with the Swanage Railway Volunteer Commitment.</li> </ul> <p>Items marked * are generally undertaken by the Deputy Train Manager</p>

<p><b>What you'll need for the role:</b></p>	<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Great customer service skills</li> <li>• Tact, diplomacy and numeracy</li> <li>• An ability to engage with people in a fast moving environment</li> <li>• Flexibility in tasks / duties</li> <li>• An ability to work as part of a team or individually</li> <li>• An ability to work without frequent supervision</li> <li>• An understanding of food hygiene and catering would be useful but is not essential</li> <li>• Ability to work in a moving environment (on train buffets)</li> <li>• Good personal presentation</li> <li>• Able to get to and from Swanage at various times.</li> <li>• A knowledge of Microsoft word, and excel.</li> <li>• Willingness to abide by the Swanage Railway Volunteer Commitment</li> </ul>
<p><b>What you'll get from the role:</b></p>	<ul style="list-style-type: none"> <li>• Become part of a new network of people</li> <li>• Play a important part in promoting a major local tourist attraction</li> <li>• Knowledge that you'll help our visitors and passengers have an enjoyable time with us.</li> <li>• Apron and appropriate PPE as required</li> <li>• Discounted Refreshments</li> <li>• Generally a free, light meal is provided after Friday, Saturday and Sunday 'shifts'</li> <li>• Free tea/coffee/water</li> <li>• Discounts in SR Shop*</li> <li>• Discounted Rail Travel* <i>*Subject to Membership of Swanage Railway Trust</i></li> </ul>
<p><b>The Training we'll provide:</b></p>	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• Health and Hygiene training as appropriate</li> </ul>
<p><b>Time commitment:</b></p>	<ul style="list-style-type: none"> <li>• The time you give can be flexible with Dining trains running on most Friday or Saturday evenings and Sunday lunchtimes throughout the majority of the year. There are some trains on selected Tuesday afternoons serving cream teas.</li> <li>• Generally evening 'shifts' for team members are from 14.00 finishing at about half past midnight, whilst lunchtime 'shifts' are approximately 09.00 to 18.00 with the Train Manager setting up and closing the Train either side of those times</li> </ul>
<p><b>Other requirements:</b></p>	<ul style="list-style-type: none"> <li>• The role involves working in a catering / physically demanding environment on a moving train.</li> <li>• As the role requires the supervision/management team members serving alcohol and handling of cash, there is a minimum age requirement fo 18yrs old.</li> <li>• As the role requires the taking and handling of cash and card payments, we will require two references.</li> <li>• Volunteers are requested to wear white shirt / blouse, black trousers and black shoes</li> <li>• The use of mobile phones is not allowed except in cases of genuine emergency</li> </ul>
<p><b>Our vision</b></p>	<p><b>The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.</b>  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>

<p><b>Our Values</b></p>	<ul style="list-style-type: none"> <li>• <b>Safety, integrity and professionalism underpin our operations.</b> 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.</li> <li>• <b>Dedication, commitment and volunteers are at the heart of our community.</b> 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.</li> <li>• <b>Customers are at the focus of our services.</b> Our customers are the heart of our business. We welcome feedback to better understand the needs of our customers and improve our service.</li> <li>• <b>Enjoyment, quality and value for money for all.</b> We deliver a memorable experience enjoyed by everyone.</li> </ul>
<p><b>Our Volunteer Commitment</b></p>	<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> <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.</p> <p>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:</p> <p><b>The Swanage Railway will ...</b></p> <ul style="list-style-type: none"> <li>• Welcome you as a volunteer and provide appropriate opportunities to individuals who can help us achieve our purpose and vision.</li> <li>• Provide the right equipment and training for the task.</li> <li>• Give guidance and support in your volunteer role.</li> <li>• Treat you and all other volunteers equally and fairly.</li> <li>• Ensure, so far as is reasonably practicable, you have a safe working environment.</li> <li>• Listen to any concerns if things are not going right.</li> <li>• Recognise that you are a volunteer giving your time to us whilst having other commitments.</li> </ul> <p><b>In return we ask you to ...</b></p> <ul style="list-style-type: none"> <li>• Give us your time and commit to any training if needed for the role.</li> <li>• Be professional and loyal to the organization.</li> <li>• Be fair to those around you.</li> <li>• Talk to your Manager/ Supervisor (volunteer or employee) first if things aren't going right.</li> <li>• Comply with our business standards, including the need to maintain confidentiality in</li> </ul>

	relation to all SR information and to comply with SR's security and safety procedures.
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