



<b>Role Title:</b>	<b>VOLUNTEER RETAIL MANAGER</b>
<b>Department:</b>	RETAIL - Sales and Marketing
<b>Departmental Overview:</b>	The Retail Department generates income by selling a range of railway and non-railway related gifts, souvenirs and other merchandise through the Swanage Station Shop or on-line. Many of the items are Swanage Railway branded and are about, or sourced from, the Isle of Purbeck. The department is managed by a volunteer Shop Manager (reports to the Head of Sales and Marketing) supported by one full time and one part-time member of staff, and volunteer staff.
<b>Reports:</b>	The role of Volunteer Shop Manager reports to the Swanage Railway's Head of Sales and Marketing. In turn one full time and one part time employee and a team of volunteers report to the Volunteer Shop Manager.
<b>Location:</b>	Based at Swanage Station.
<b>Purpose of the role:</b>	This role helps the Swanage Railway achieve its vision and run a successful railway by increasing income and building a positive image of the railway to our visitors and passengers
<b>What you'll be doing:</b>	<p>You'll be working as part of the retail team carrying out a variety of roles including:</p> <ul style="list-style-type: none"> <li>• Overall Management of the Swanage Railway shop.</li> <li>• Liaising with the Head of Sales and Marketing in terms of suggesting, agreeing and ordering stock lines</li> <li>• Supervising volunteers and employees including rostering to ensure adequate cover.</li> <li>• Training</li> <li>• Overall tidiness and presentation of the shop.</li> <li>• Ensuring adequate staffing cover of the Shop's opening hours.</li> <li>• Security of the shop.</li> <li>• Maintaining appropriate standards of Health and Safety.</li> <li>• Maintaining staff attendance records.</li> <li>• Fulfilment of on line shopping orders</li> <li>• Recruiting volunteers (in conjunction with the Volunteer Recruitment Officer and the Volunteer Liaison Officer).</li> <li>• Promoting the broader Swanage Railway.</li> <li>• Complying with the Swanage Railway Volunteer Commitment and supporting the Railway's vision and values.</li> </ul>
<b>What you'll need for the role:</b>	<ul style="list-style-type: none"> <li>• An enjoyment of working with customers and colleagues</li> <li>• A 'can-do' and flexible approach to task and duties</li> <li>• A willingness to work as part of a team or individually</li> </ul>

	<ul style="list-style-type: none"> <li>• A willingness and ability to work without constant supervision</li> <li>• Good interpersonal skills</li> <li>• Practical experience in retail management</li> <li>• Practical experience of managing volunteers</li> <li>• Ability to manage and inspire those around you.</li> <li>• A willingness and ability to undertake some light lifting</li> <li>• Practical experience of Microsoft Word would be advantageous. (Excel, Outlook, and Word)</li> <li>• A willingness to comply with the Swanage Railway Volunteer Commitment and supporting the Railway's vision and values.</li> </ul>
<b>What you'll get from the role:</b>	<ul style="list-style-type: none"> <li>• Become part of a new network of people</li> <li>• Play an 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 whilst using your particular skills</li> <li>• Discounted Refreshments</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>
<b>The Training we'll provide:</b>	Induction Training - Use of EPOS machine - First Aid
<b>Time commitment:</b>	<ul style="list-style-type: none"> <li>• The amount of time you give can be flexible, in line with the time needed to run and manage a retail outlet, throughout the year.</li> <li>• The Shop is closed completely for 2 weeks in late January/February for the purpose of stock taking and is then open every day including weekends and Bank Holidays, between the start of half term in February to the end of half term in October / November and two weeks in the run-up to Christmas.</li> </ul>
<b>Other requirements:</b>	As the role requires the taking and handling of cash and card payments, we will require two references.
<b>Our vision</b>	<p><b>The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.</b></p> <p>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>
<b>Our Values</b>	<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</li> </ul>

	<p>understand the needs of our customers and improve our service.</p> <ul style="list-style-type: none"> <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 relation to all SR information and to comply with SR's security and safety procedures.</li> </ul>