



<b>Role Title:</b>	<b>VOLUNTEER RETAIL ASSISTANT</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 items 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 to:</b>	Shop Manager
<b>Location:</b>	Based at Swanage.
<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>• Generating income</li> <li>• Serving customers</li> <li>• Taking payments: cash and card</li> <li>• Stock replacement</li> <li>• Assisting in the Cleanliness and tidiness of the shop</li> <li>• Developing a positive impression of Swanage Railway overall</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>• Good interpersonal skills</li> <li>• Good customer service skills</li> <li>• A 'can do' attitude</li> <li>• A flexible and willing approach to tasks</li> <li>• Ability to work as part of a team as well as on your own.</li> <li>• Ability to work unsupervised</li> <li>• An ability to present a positive impression of the Railway to our visitors and passengers.</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> </ul>

	<ul style="list-style-type: none"> <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>• PPE as required</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>	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• EPOS Training</li> </ul>
<b>Time commitment:</b>	<ul style="list-style-type: none"> <li>• The amount of time you give can be flexible. The Shop is closed completely for 2 weeks in late January/February for the purpose of stock.</li> <li>• Ideally we are looking for volunteers who can cover shifts of up to 4 hours on any 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>	<ul style="list-style-type: none"> <li>• Note: The role is 'hands on' and as such, requires lifting and moving of goods/packages and some periods of working on your feet.</li> </ul>
<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 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>
<b>Our Volunteer Commitment</b>	<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.