



Role Title:	VOLUNTEER EVENT STEWARD
Department :	Passenger Services
Departmental Overview:	The Swanage Railway carries over 200,000 passengers per year. Passenger Services Department is responsible for the sale of tickets, the safe despatch of trains and the interface between our visitors and passengers and the safe operation of the Railway.
Reports to:	Passenger Services Manager
Location:	Swanage Railway Stations.
Purpose of the role:	From time to time, the Swanage Railway holds particular events in addition to our normal running timetable. Such events attract a substantial increase of visitors and passengers. This role contributes to the success of the Swanage Railway by ensuring they have a friendly, welcoming, informative and safe visit.
What you'll be doing:	<p>The role will involve some or all of these depending on the event and location on the Railway.</p> <ul style="list-style-type: none"> • Welcoming and directing passengers and visitors • Promoting the Railway in general. • Admission control. • Checking tickets. • Car park stewarding. • Providing information to visitors • Creating a positive and enjoyable environment for passengers and visitors. • Notify event manager of any potential hazards arising. • Keeping event area tidy • Assisting in tidying up at the end of the day/event • Complying with the SRC Volunteer Commitment
What you'll need for the role:	<ul style="list-style-type: none"> • A confident and courteous manner. • Interpersonal skills. • Customer service skills. • Enjoy working with people and as part of a team. • Safety awareness. • Positive communication skills. • Able to work, unflustered, in a busy environment. • Flexible approach to duties.

	<ul style="list-style-type: none"> • A willingness and ability to interact positively with passengers, visitors and colleagues across the Railway. • Initiative.
What you'll get from the role:	<ul style="list-style-type: none"> • The chance to ensure visitors to Swanage Railway have a safe and enjoyable experience. • Enhance your skills in general. • Provide particular new skills and knowledge. • An insight into the heritage railway, voluntary and local tourism sectors. • A sense of giving something to the community • A sense of personal satisfaction. • 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 • Product knowledge training • Event Briefing
Time commitment:	Events are run at various times of the year generally at weekends and Bank Holidays, although some are on week days too. Often events will run into the evening. The amount of time you give can be flexible depending on the demands of particular event's programme.
Other requirements.	<ul style="list-style-type: none"> • Own transport • Generally, event volunteers are requested to wear black jacket, white shirt / blouse, black trousers and black shoes. • Stewarding is likely to require working outside in various weathers.
Our vision	<p>The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.</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>
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

	<p>understand the needs of our customers and improve our service.</p> <ul style="list-style-type: none"> • Enjoyment, quality and value for money for all. We deliver a memorable experience enjoyed by everyone.
<p>Our Volunteer Commitment</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>The Swanage Railway will ...</p> <ul style="list-style-type: none"> • 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. <p>In return we ask you to ...</p> <ul style="list-style-type: none"> • 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.