



Role Title:	VOLUNTEER ROSTER CLERK (Guards, Signalmen and Footplate Crew)
Department:	OPERATIONS
Departmental Overview:	The Operations Department has the leading responsibility for the safe operation of all trains on Swanage Railway to contribute to an enjoyable passenger experience. In particular, the Department is responsible for the management and training of Footplate Crew (drivers, passed fireman, fireman, passed cleaners, 2 nd men and cleaners), Guards, Signalling and miscellaneous safety critical operating staff.
Reports to:	Operations Manager
Location:	The role can be home based with use of Swanage Railway office facilities if required.
Purpose of the role:	The Swanage Railway requires approximately 5,000 ‘turns’ to be covered each year by our volunteer footplate crew, signalmen and guards. Our Volunteer Roster Clerks play a vital role in organising rosters on a monthly basis to ensure crews are available for all our trains thus helping the Swanage Railway achieve its vision and run a successful railway.
What you’ll be doing:	<p>These are the key activities that you’ll be undertaking:</p> <ul style="list-style-type: none"> • Identifying the requirements of rostering from our timetables and other running requirements. • Drawing up rosters on a monthly basis. • Ensuring cover for vacant turns (including arranging alternative cover at short notice) • Circulating rosters across volunteers and the organisation. • Liaising with volunteers by phone, email and face-to-face • Supporting the organisation’s vision and values and complying with the Swanage Railway Volunteer Commitment
What you’ll need for the role:	<ul style="list-style-type: none"> • Ability to build positive relationships with colleagues. • Excellent interpersonal skills • An empathy with the culture and ethos of volunteering • A calm but assertive and self-motivated approach • Able to prioritise work • Good interpersonal skills • Excellent telephone manner • Accuracy and a good eye for detail • Computer literacy • Initiative and ability to work unsupervised

	<ul style="list-style-type: none"> • Positive communication ability • Integrity in order to protect the confidentiality of information. • Willingness and ability to work flexibly in terms of time, deadlines and duties. • PC and telephone • An understanding of or a willingness to learn the requirements of Working Time Regulations as they affect a railway. • Willingness to abide by the Swanage Railway Volunteer Commitment
What you'll get from the role:	<ul style="list-style-type: none"> • A sense of satisfaction in playing a vital, key support role to the Railway's running • Positive relationships with a wide range of volunteers • 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 • Departmental Briefings as appropriate • Self-study of Working Time and other Regulations affecting Railway working.
Time commitment:	<p>Rostering of footplate crews, guards and signalmen is required throughout the year. Time commitment can be on a flexible basis but is estimated to require the equivalent of two + days per week.</p> <p>Rosters are required to be submitted in the early days of the preceding month. Flexibility is vital as the nature of the role can require the ability to respond, at short notice, to last minute changes / operational requirements during the period of a published roster.</p>
Other requirements:	<p>Availability of own PC and able to use Microsoft Word, Excel and Outlook at intermediate level. When working from home, any data held must be treated with confidentiality and fully compliant with any data protection requirements of the railway and backed up in an appropriate manner.</p>
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 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.
Our Volunteer Commitment	<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.