



<b>Role Title:</b>	<b>VOLUNTEER SANTA SPECIAL TRAIN HELPER</b>
<b>Department :</b>	Passenger Services
<b>Departmental Overview:</b>	Passenger Services Department supports the safe running of the Railway with responsibility for increasing income and promoting the railway in general to ensure all visitors and passengers have a memorably enjoyable visit. This is done through the handling of enquiries, sale of tickets by phone, on line, face-to-face at all stations, and on-train and the provision of Porters at all Stations. The Department is also responsible for the cleanliness and tidiness of stations, on-train presentation and facilitation of special events.
<b>Reports to:</b>	Volunteer Santa Special Train Manager / Passenger Services Manager
<b>Location:</b>	Swanage Railway Stations.
<b>Purpose of the role:</b>	Each year the Railway runs a series of Santa Special Trains in the run up to Christmas. The services are generally steam hauled and aim to bring the spirit of Christmas alive, for young and old alike, in the setting of a heritage railway. This role contributes to the success of the Swanage Railway by assisting in the safe operation of the railway and acting as a positive 'link' with our passengers and visitors to ensure they have an enjoyable visit.
<b>What you'll be doing:</b>	Overall you'll be helping with the delivery of the 'Santa Experience' on our Santa Special Trains by some or all of these activities: <ul style="list-style-type: none"> <li>• Distributing and serving refreshments</li> <li>• Selling Raffle Tickets</li> <li>• Collecting rubbish</li> <li>• Tidying the train and preparing it for each run</li> <li>• Providing a warm welcome to our passengers and visitors</li> <li>• Promoting the Railway in general</li> <li>• Creating a positive and enjoyable environment for passengers and visitors.</li> <li>• Answering passengers' queries and providing information when required.</li> <li>• Supporting the organisation's vision and values and complying with the Swanage Railway Volunteer Commitment</li> </ul>
<b>What you'll need for the role:</b>	<ul style="list-style-type: none"> <li>• Great interpersonal 'people' skills.</li> <li>• Customer service skills</li> <li>• Positive communication skills</li> <li>• Positive and engaging personality</li> <li>• Enjoy working and as part of a team</li> <li>• Safety awareness</li> <li>• Able to work, unflustered, in a busy environment</li> </ul>

	<ul style="list-style-type: none"> <li>• Initiative.</li> <li>• A willingness and ability to interact positively with passengers, visitors and colleagues across the Railway</li> </ul>
<b>What you'll get from the role:</b>	<ul style="list-style-type: none"> <li>• The chance to ensure visitors to Swanage Railway have a safe and enjoyable experience.</li> <li>• Enhance your skills in general.</li> <li>• Provide particular new skills and knowledge.</li> <li>• An insight into the heritage railway, voluntary and local tourism sectors.</li> <li>• A sense of giving something to the community</li> <li>• A sense of personal satisfaction.</li> <li>• Discounted Refreshments**</li> <li>• Free tea/coffee/water**</li> <li>• Discounts in SR Shop*</li> <li>• Discounted Rail Travel* <ul style="list-style-type: none"> <li>○ *Subject to Membership of Swanage Railway Trust</li> <li>○ ** When on duty</li> </ul> </li> </ul>
<b>The Training we'll provide:</b>	<ul style="list-style-type: none"> <li>• Induction Training</li> </ul>
<b>Time commitment:</b>	<p>This is a voluntary role and the amount of time you give can be flexible however the Santa Specials run to a set timetable at on Saturdays and Sundays from the latter part of November through to Christmas and then every day of the week in the run up to Christmas itself. In general the 'working day' for this role commences c 09.00 and finishes c 17.00.</p>
<b>Other requirements.</b>	<ul style="list-style-type: none"> <li>• The role is physically quite demanding and requires standing and walking on a moving train as well as a station environment.</li> <li>• As the role involves cash handling SR may need to take up a minimum of two references.</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> 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>