



Role Title:	VOLUNTEER ADMINISTRATION ASSISTANT
Department:	HEALTH & SAFETY
Departmental Overview:	<p>Health and Safety Management is a support department responsible for managing Health and Safety, through Line Managers, throughout SRC and SRT.</p> <p>In practical terms the Health and Safety Department is responsible for the overall management of SRC's Safety Management System (SMS) including auditing, incident management and information reporting within SRC, compliance with relevant legislation and liaison with appropriate external statutory bodies.</p>
Reports to:	Health & Safety Manager
Location:	Station House, Swanage
Purpose of the role:	The purpose of the role is to provide administrative support to the Health & Safety Manager in order to contribute to the safe running of the railway.
What you'll be doing:	<p>These are the key activities that you'll be undertaking:</p> <ul style="list-style-type: none"> • Collecting and collating H&S information • Production of management information and reports • Complying with the Swanage Railway Volunteer Commitment
What you'll need for the role:	<ul style="list-style-type: none"> • Organised • Methodical • Accurate • Interpersonal skills • Computer literacy (Microsoft word) • Willingness to abide by the Swanage Railway Volunteer Commitment
What you'll get from the role:	<ul style="list-style-type: none"> • Helping in the efficient running of the railway • A sense of 'giving something to the community' • Discounted Refreshments • Free tea/coffee/water • Discounts in SR Shop* • Discounted Rail Travel* <i>*Subject to Membership of Swanage Railway Trust</i>
	<ul style="list-style-type: none"> • Induction training

The Training we'll provide:	
Time commitment:	The amount of time you give can be flexible, however, this particular role requires approximately 4 hours per week
Other requirements:	<ul style="list-style-type: none"> • N/A

VOLUNTEERING AT THE SWANAGE RAILWAY

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.

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.

OUR VISION and VALUES

Our vision

The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.

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.

Our Values

- **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.