



<b>Role Title:</b>	<b>VOLUNTEER STATION MASTER</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>	Passenger Services Manager
<b>Location:</b>	Swanage Railway Stations.
<b>Purpose of the role:</b>	This role contributes to the success of the Swanage Railway by ensuring that standards of presentation and performance at our stations are maintained or improved, 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>	<ul style="list-style-type: none"> <li>• Welcoming and advising passengers and visitors</li> <li>• Assisting in the safe despatch of trains</li> <li>• Promoting the Railway in general</li> <li>• Creating a positive and enjoyable environment for passengers and visitors.</li> <li>• Ensuring Station and Platform cleanliness and tidiness</li> <li>• Assisting in the training of new and existing Porters</li> <li>• Assisting in the rostering of staff</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>• Interpersonal skills</li> <li>• Customer service skills</li> <li>• Enjoy working with people and as part of a team</li> <li>• Safety awareness</li> <li>• Positive communication skills</li> <li>• Ideally you'll have experience in the delivery of training and coaching</li> <li>• Supervisory ability with experience in the voluntary sector an advantage, but not essential.</li> <li>• Able to work, unflustered, in a busy environment</li> <li>• Initiative.</li> <li>• Recent competent experience as a Porter or Leading Porter.</li> </ul>

	<ul style="list-style-type: none"> <li>• A willingness and ability to interact positively with passengers, visitors and colleagues across the Railway</li> <li>• A black suit with white shirt/blouse</li> </ul>
<b>What you'll get from the role:</b>	<ul style="list-style-type: none"> <li>• The opportunity to ensure that visitors to Swanage Railway have a safe and enjoyable experience.</li> <li>• Enhance your skills in general.</li> <li>• Gain 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* <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>• Personal Track Safety Training</li> <li>• Porter Competency Training</li> </ul>
<b>Time commitment:</b>	<p>This is a voluntary role however the railway runs to a set timetable. The amount of time you give can be flexible, however there is a requirement for a minimum of 15 turns per year. Trains run through the majority of the year, either during the day or early evenings both during the week and at weekends including Bank Holidays. Trains run every day between April and October, as well as running at weekends and during school holidays from November to March.</p>
<b>Other requirements.</b>	<ul style="list-style-type: none"> <li>• Personal Track Safety This role will require the undertaking of training for a Personal Track Safety Competence.</li> <li>• Safety Critical The role is Safety Critical and there will be a requirement to have medical clearance from Swanage Railway's Medical Advisor via self-assessment.</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> </ul>

	<ul style="list-style-type: none"> <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>
<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>