



Role Title:	VOLUNTEER CATERING ASSISTANT – On site at Swanage / Norden and on-train mini buffet
Department:	Catering - Sales and Marketing
Departmental Overview:	The Catering Department generates income by retailing refreshments to visitors at two ‘static’ outlets: the Bird’s Nest at Swanage and the Kiosk at Norden. The Department is managed by the Catering Manager (who reports to the Head of Sales and Marketing) and comprises one full time, three part time and a team of volunteers at Swanage and one part time and two volunteers at Norden. In addition a small buffet staffed by a volunteer operates on-board selected trains during the peak season and special events.
Reports to:	Catering Manager
Location:	Based at Swanage and working at Swanage, Norden or on-train.
Purpose of the role:	This role helps the Swanage Railway achieve its vision and run a successful railway by providing a friendly catering environment for the enjoyment of our visitors and passengers
What you’ll be doing:	<p>You’ll be working as part of the catering team carrying out a variety of roles including:</p> <ul style="list-style-type: none"> ● Working at the counter <ul style="list-style-type: none"> ○ Meeting and greeting customers ○ Taking orders, payments and serving beverages ○ Cash handling ● Table Waiting <ul style="list-style-type: none"> ○ Serving food ○ Clearing, cleaning, restocking condiments and tidying tables ○ Keeping the dining area, inside and outside, clean and presentable ● Washing up <ul style="list-style-type: none"> ○ Operating the dishwasher ● Complying with the Swanage Railway Volunteer Commitment and supporting the Railway’s vision and values.
What you’ll need for the role:	<ul style="list-style-type: none"> ● Good interpersonal skills ● Great customer service skills ● Numeracy ● An ability to engage with people in a fast moving environment ● Flexibility in tasks / duties ● An ability to work as part of a team or individually ● An ability to work without frequent supervision ● An understanding of food hygiene and catering would be useful but is not essential

	<ul style="list-style-type: none"> • Ability to spend time working on your feet (static locations) • Ability to work in a moving environment (on train buffets) • A willingness to comply with the Swanage Railway Volunteer Commitment and support the Railway's vision and values.
What you'll get from the role:	<ul style="list-style-type: none"> • Become part of a new network of people • Play a important part in promoting a major local tourist attraction • Knowledge that you'll help our visitors and passengers have an enjoyable time with us. • Apron and appropriate PPE as required • 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:	<p>Induction Training Health and Hygiene training as appropriate</p>
Time commitment:	<p>Catering is provided throughout the year at Swanage (all days except Christmas Day) and at Norden, The amount of time you give can be flexible with shifts or part shifts available between at times generally between 9 and 5. The greatest demand is in the period between April and September.</p>
Other requirements:	<p>As the role requires the taking and handling of cash and card payments, we will require two references.</p>
Our vision	<p>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.</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.

<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.
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