



Passenger Services CLERK/ RECEPTIONIST

PASSIONATE ABOUT HERITAGE RAILWAYS

Swanage Railway is an award winning railway carrying over 200,000 passengers a year, on its heritage services, making it one of the leading tourist attractions in Dorset. It has around 500 volunteers across its departments.

The role

- Generate income through the sale of tickets and merchandise.
- To meet and greet visitors in a positive way.
- To answer telephone calls, directing callers or taking messages and acting on them.
- Promote positive relationships with passengers, visitors, callers and colleagues.
- To carry out a range of administrative tasks, including photocopying, filing etc.
- Assist in ensuring a clean, safe and positive working environment.
- To order and input new shop stock into the computerised system.
- Maintain accurate records.
- To develop a good knowledge of Swanage and Purbeck to give information to visitors.
- Be responsible for maintaining a reference file to assist colleagues.

The person

- **This job is suitable for someone who** delights in delivering great customer service and generating business, with a 'cando' attitude whilst working as part of a team.
- Who demonstrates the ability to interact and build successful relationships with other staff members across the organisation.
- Excellent interpersonal skills
- Knowledge of the voluntary sector and optimising volunteer experience
- Holder of full driving licence as position is multi based

Benefits of working for Swanage Railway

- Salary £ 21,840.00per annum pro rata, 24 hours per week (including flexible hours and days including evenings, weekends, and bank holiday working)
- 30 days holiday including statutory bank holidays pro rata
- Free or subsidised refreshments when working.
- Free travel on the Swanage Railway

How to apply

Please click on this link to the Information pack and application form. Applications will not be considered without an application form, when completed, your **application form and CV** should be emailed to recruitment@swanagerailway.co.uk

Advert closing date noon on Friday, 25th February 2022

Interviews will be held on W/C Monday 14th March 2022

If any Covid19 restrictions are applicable to the above process, candidates reaching the interview stage will be notified as soon as possible. This may include the use of remote electronic meetings.