



Role Title:	VOLUNTEER BOOKING OFFICE CLERK
Department:	Passenger Services
Departmental Overview:	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.
Reports to:	Passenger Services Manager
Location:	Based at Swanage and all Swanage Railway Booking Offices.
Purpose of the role:	This role helps the Swanage Railway achieve its vision and run a successful railway by generating and protecting income whilst also promoting the Swanage Railway in order to ensure that our passengers and visitors have a an enjoyable experience with us.
What you'll be doing:	<p>These are the key activities that you'll be undertaking:</p> <ul style="list-style-type: none"> • Sale of tickets • Acting as a positive, customer friendly interface between Swanage Railway and its passengers. • Welcoming and advising passengers and visitors about Swanage Railway and the surrounding area • Promoting the various products provided by SR. • Supporting the organisation's vision and values and complying with the Swanage Railway Volunteer Commitment.
What you'll need for the role:	<ul style="list-style-type: none"> • Customer service skills • Positive approach and outgoing personality • Positive communication skills • Cash handling ability • Outline IT aptitude for use of EPOS system • Numeracy • To be a minimum of 16 years old • Assisting in the tidiness of the station environment • Supporting the organisation's vision and values and complying with the Swanage Railway Volunteer Commitment. • A black suit with white shirt/blouse

<p>What you'll get from the role:</p>	<ul style="list-style-type: none"> • A chance to continually meet new people and play a key part in their enjoyment of our railway. • A sense of satisfaction • An opportunity to promote one of the leading visitor attractions in Dorset • Use your existing skills and develop new ones. • Discounted Refreshments • Free tea/coffee/water • Discounts in SR Shop* • Discounted Rail Travel* <i>*Subject to Membership of Swanage Railway Trust</i>
<p>The Training we'll provide:</p>	<ul style="list-style-type: none"> • Induction Training • Cash handling training • EPOS equipment training • Customer service training
<p>Time commitment:</p>	<p>The amount of time you give can be flexible through the majority of the year either during the day or early evenings both during the week and at weekends. Trains run every day between April and October, as well as running at weekends and during school holidays from November to March.</p>
<p>Other requirements:</p>	<ul style="list-style-type: none"> • As the role involves the handling of cash, our policy is to take up two references.
<p>Our vision</p>	<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>
<p>Our Values</p>	<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</p>

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.