



RECRUITMENT INFORMATION

For the position of: **VOLUNTEER RECRUITMENT and RETENTION OFFICER**

How to apply Please include your completed Application Form and CV, otherwise your application will be deemed as incomplete and will not be progressed	To apply for this position please email the following documents to the Finance and Payroll Manager at recruitment@swanagerailway.co.uk or post to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB. <ul style="list-style-type: none"> • Completed application form • CV setting out career history with job responsibilities and achievements. Please ensure you clarify any gaps in your work history
Selection methods and offer	Swanage Railway Company will acknowledge your application. Shortlisting will be done by reviewing the evidence presented in your application against the key requirements set out in the box at the bottom of page 2 of the Job Profile.
Arrangements for interview	Expenses incurred during the recruitment process will not normally be reimbursed. Please let us know if you have any particular requirements if you are invited for interview.
Reserve lists	If we receive applications from more suitable candidates than we have vacancies for, we may hold applicants on a reserve list for 6 months and future vacancies requiring similar skills and qualities could be offered to candidates on the reserve list without a new competition.
Closing date	The deadline for applications is: Monday 23rd May 2023
Alternative formats	If you wish to receive a hard copy of the information please telephone 01929- 408451 or email recruitment@swanagerailway.co.uk . If you cannot apply online please post applications to Recruitment, Swanage Railway Company, Station House, Swanage, Dorset BH19 1HB.
Indicative recruitment timeline	Application Deadline: 1200 hours 22-May 2023 Interviews: Thursday TBA (if required) 1 week later

Terms, conditions and benefits

Appointment term	1 year temporary contract, subject to probationary period with potential for extension.
Work arrangements	Full-time. Must be able to travel to other SRC and PCRCP locations as required. Part time role considered
Salary range	Circa £25,000 per annum pro rata
Pension	Defined contribution scheme for eligible staff through NEST.
Annual leave	30 days including public and bank holidays.
Hours of work	40 hours per week including flexibility to work evenings, weekends and Bank Holidays.
Other benefits	Eligibility for some rail passes subject to Rail Delivery Group conditions and length of service

JOB PROFILE

This profile is in three parts. **Part 1:** is designed to give clarity around what the job entails. **Part 2:** the personal qualities, skills and experience needed to perform it. **Part 3:** the key requirements of the job we will focus on for recruitment and selection purposes.

Part 1: Job description

Job title:	Volunteer Recruitment and Retention Officer
Reporting to:	Volunteer Director Swanage Railway Company
Direct reports:	Not applicable
Liaise with:	Departmental Managers, Volunteers, Volunteer Engagement Group , Volunteer Liaison Officer, Purbeck Community Rural Partnership Officer
Budget holder:	No
Place of work:	SRC: Swanage Station, Herston and surrounding sites and sidings, with flexibility to travel to other locations when required. PCRCP: Within the surrounding area of Holton Heath, Wareham, Wool and Dorchester South stations.
Contract type:	Temporary contract subject to 3 mth probationary period and possible extension after 1 years

Job purpose

The SRC has about 450 volunteers across the railway in all departments and various capacities. The PRCP uses volunteers at the stations in the area between Wareham and Holton Heath.

This role assists the Swanage Railway achieve its vision and run a successful railway by recruiting volunteers and developing the level of engagement between Swanage Railway and its volunteers to improve retention. Working with the Purbeck Community Rail Partnership in order to sustain and develop volunteer activities across their organisation.

Essential Duties

- Ascertain recruitment needs from all departments
- Initiate and manage the recruitment process
- Work with Volunteer Liaison Officer to induct volunteers into the railway
- Ensure a monitoring and support framework is in place for new and current volunteers.
- Attend relevant functions or activities to introduce or improve engagement of the public.
- Keep up to date with legislation and policy related to volunteering and suggest any modifications to accommodate changes.
- Develop and initiate engagement and retention strategies and actions.
- Act as the 'go to person' for effective volunteer engagement and management.
- Provide feedback on volunteer recruitment & retention to Director and VEG
- Provide feedback to SRC, PCRP, and SWR by agreed mechanism.
- Develop volunteer recruitment strategies.
- Liaise with volunteers to ensure retention.

Additional responsibilities

- To follow company Health and Safety procedures as laid down in the Safety Management System.
- Any other duties as required by Swanage Railway Company and PCRP

Part 2: Person specification

Attributes	Essential	Desirable
Qualifications and training	Educated to GCSE level or equivalent in a minimum of 3 subjects, including Math and English.	GCSE Grades A-C or equivalent. Human Resources/Personnel or business studies qualification or background. Professional qualification such as CIPD.

Knowledge, skills and experience	<ul style="list-style-type: none"> • Experience of successful volunteer engagement. • Experience and knowledge of recruiting and supporting volunteers at all levels. • Knowledge of a variety of recruitment media. • Strong written and oral communication skills. • Excellent interpersonal skills. • Able to challenge positively and provide creative recruitment solutions. • Working knowledge of HR and volunteer management in a voluntary organisation. • An ability to work autonomously or as part of a team. • IT Skills. 	<ul style="list-style-type: none"> • Working with volunteers. • Experience at intermediate or senior level of HR management in a larger or similar sized organisation. • Knowledge of the 'Investors in Volunteers' Framework.
Personal qualities	<ul style="list-style-type: none"> • Team player. • Initiative. • 'Can do', positive attitude. • Problem solver. • Honesty. • Integrity. • Ability to work to deadlines. • Willing to challenge the status quo positively. • Able to inspire colleagues at all levels. 	<ul style="list-style-type: none"> • Pragmatism and common sense. • Interest in Heritage Railways.
Other	<ul style="list-style-type: none"> • Own vehicle. • Valid driving licence. • Willing and able to work flexible hours including evenings, weekends and Bank Holidays. 	

Part 3: Key requirements of the job

The following are core qualities and skills that we believe are *critical* to successfully performing the role – they are taken from this job profile. If you are applying for this job, these are the *key requirements* you will be asked to provide evidence of on page 2 of the application form. If you are unable to provide examples of how you meet these requirements your application is unlikely to progress further.

- 2 years + experience of successful volunteer engagement.
- Quantifiable experience of introducing effective volunteer engagement strategies.
- Proven experience of recruitment and retention of volunteers in a volunteer led organisation.
- Detailed knowledge of the voluntary sector and optimizing volunteer experience
- Previous experience of managing stakeholders across a range of projects and conflicting priorities.

Purpose

The purpose of the Swanage Railway Company is to operate heritage rail services.

The Swanage Railway Company is the trading arm of the Swanage Railway Trust, operating and maintaining the Railway on its behalf.

Vision

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