



<b>Role Title:</b>	<b>VOLUNTEER ADMINISTRATION ASSISTANT</b>
<b>Departments:</b>	<b>OPERATIONS and LOCOMOTIVE CARRIAGE &amp; WAGON DEPARTMENTS</b>
<b>Departmental Overviews:</b>	<p>The <b>Operations Department</b> has the leading responsibility for the safe operation of all trains on Swanage Railway to contribute to an enjoyable passenger experience. In particular, the Department is responsible for the management and training of Footplate Crew (drivers, passed fireman, fireman, passed cleaners, 2<sup>nd</sup> men and cleaners), Guards, Signalling and miscellaneous safety critical operating staff.</p> <p>The <b>Locomotive, Carriage and Wagon Department</b> contributes to the safe running of the Railway with overall responsibility for the maintenance, repair and overhaul of all rolling stock whether hired in or owned by SRC directly. This includes steam and diesel locomotives, carriages and wagons.</p>
<b>Reports to:</b>	Operations Manager and Locomotive Carriage and Wagon Managers
<b>Location:</b>	Based at Swanage Station with the possible requirement to attend other locations on the Railway.
<b>Purpose of the role:</b>	This role helps the Swanage Railway achieve its vision and run a successful railway by the provision of high quality administration support.
<b>What you'll be doing:</b>	<p>These are the key activities that you'll be undertaking:</p> <ul style="list-style-type: none"> <li>• Manage, maintain and produce accurate and timely data and records in support of the Departments.</li> <li>• Maintenance of confidential competency/medical records including notification to Managers of upcoming renewals and competence examinations.</li> <li>• Arrange and co-ordinate medical examinations.</li> <li>• Handling of 'face to face' and telephone enquiries.</li> <li>• General administrative duties including ordering of stock, photocopying, filing, emailing etc</li> <li>• Management of electronic and paper-based filing systems.</li> <li>• Maintain accurate records of activities within Departments</li> <li>• Draft correspondence as necessary</li> <li>• Issue meeting agendas and take/issue minutes as necessary</li> <li>• Comply with SRC's Health and Safety Management system as it applies to this role.</li> <li>• Comply with data protection requirements in relation to all data and records</li> <li>• Supporting the organisation's vision and values and complying with the Swanage Railway Volunteer Commitment.</li> </ul>

<p><b>What you'll need for the role:</b></p>	<ul style="list-style-type: none"> <li>• Able to work collaboratively with colleagues across all departments.</li> <li>• Strong interpersonal skills.</li> <li>• Able to multi task</li> <li>• Strong communication skills</li> <li>• Excellent telephone manner</li> <li>• Use of Microsoft suite including: <ul style="list-style-type: none"> <li>○ Word, Outlook , Excel Access Power point.</li> </ul> </li> <li>• Influencing skills</li> <li>• Solid understanding of data protection protocols in relation to records management</li> <li>• Organised and methodical</li> <li>• Sense of urgency</li> <li>• Initiative</li> <li>• Assertive</li> <li>• Team player but able to work autonomously as required</li> <li>• Hands on approach</li> <li>• Flexible</li> <li>• Resilient</li> <li>• Willingness to abide by the Swanage Railway Volunteer Commitment</li> </ul>
<p><b>What you'll get from the role:</b></p>	<ul style="list-style-type: none"> <li>• A sense of satisfaction in playing a key support role to the Railway's safe running</li> <li>• Positive relationships with a wide range of volunteers</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>
<p><b>The Training we'll provide:</b></p>	<ul style="list-style-type: none"> <li>• Self-learning SR training material and coaching for the role.</li> </ul>
<p><b>Time commitment:</b></p>	<ul style="list-style-type: none"> <li>• The amount of time you give can be flexible, ideally with 16 hours each week.</li> </ul>
<p><b>Other requirements:</b></p>	<ul style="list-style-type: none"> <li>• Work environment The role is office based in a heavy engineering environment..</li> </ul>
<p><b>Our vision</b></p>	<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>
<p><b>Our Values</b></p>	<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> <li>• <b>Customers are at the focus of our services.</b> Our customers are the heart of our business. We welcome feedback to better</li> </ul>

	<p>understand the needs of our customers and improve our service.</p> <ul style="list-style-type: none"> <li>• <b>Enjoyment, quality and value for money for all.</b> We deliver a memorable experience enjoyed by everyone.</li> </ul>
<p><b>VOLUNTEERING AT THE SWANAGE RAILWAY</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>