

Retail Officer – Swanage Railway

Do you love retail, heritage, and creating memorable visitor experiences? Swanage Railway is looking for a hands-on **Retail Officer** to take full ownership of our shops, on-train sales, and event retail. You'll lead buying, merchandising, and stock control, support and roster volunteers, and ensure our retail operation reflects the Railway's heritage, educational mission, and commercial goals.

Key Responsibilities:

- Lead the day-to-day running and performance of all retail outlets
- Deliver excellent customer service and a welcoming, professional visitor experience
- Manage stock, buying, merchandising, and supplier relationships
- Plan and run retail for events & seasonal activities (Steam & Diesel Galas, Halloween, Christmas, etc.)
- Recruit, train, and support retail volunteers
- Monitor sales, analyse performance, and drive continuous improvement
- Ensure compliance with health & safety, safeguarding, and operational standards

Who We're Looking For:

- Experience in retail, hospitality, or visitor-facing roles
- Strong customer service and interpersonal skills
- Organised, reliable, and able to work independently
- Experience supporting volunteers
- Flexible approach to weekends, bank holidays, and event days

Desirable:


- Supervisory or team leadership experience
- Heritage, tourism, or charity experience
- Understanding of retail performance, stock turnover, and margins
- Interest in heritage, education, or visitor attractions

Full-time | £30,000 | Weekends & events included

 Locations: Swanage, Corfe Castle, Norden, on-train & seasonal/pop-up outlets

Why Join Us:

- Lead a retail operation that supports our heritage and educational mission
- Work in a historic, community-driven environment
- Shape the visitor experience and make a real impact on Swanage Railway's success

 Apply now with your CV and a short covering statement explaining why you're the ideal candidate!