



Join Our Team at Swanage Railway!

Retail Officer – Full-Time | £30,000 per year

Location: Across Swanage Railway sites – Swanage, Corfe Castle, Norden, on-train & seasonal outlets

Hours: 40 hours per week (5 days out of 7, including weekends, bank holidays & events)

About Us

Swanage Railway is a much-loved heritage attraction in the heart of Dorset, welcoming visitors from all over the world. We preserve and celebrate our railway heritage while offering a fantastic visitor experience — and our retail outlets play a vital role in this mission.

The Role

We're looking for an enthusiastic **Retail Officer** to lead the smooth running of our shops, kiosks, and on-train retail. You'll ensure high standards of customer service, support our brilliant volunteers, and help boost income through great merchandising and product development.

This is a **hands-on, varied role** — one day you might be in the Corfe Castle shop, the next helping launch seasonal products or managing retail at a special gala event!

Key Responsibilities

- Manage day-to-day operations across all retail outlets
- Deliver a warm, welcoming experience for every visitor
- Lead by example, working alongside volunteers and staff
- Oversee stock, pricing, displays, and product sourcing
- Support special events with themed merchandise and pop-up shops
- Ensure compliance with safety and operational procedures
- Recruit, train, and roster retail volunteers

About You

Essential:

- ✓ Strong customer service and people skills
- ✓ Retail, hospitality, or visitor service experience
- ✓ Confident with tills or EPOS systems
- ✓ Flexible, organised, and reliable
- ✓ Able to work weekends and event days

Desirable:

- ★ Experience supervising or supporting a retail team

- ★ Background in visitor attractions or charities
- ★ Interest in heritage or local tourism

Why Join Us?

Be part of a friendly and passionate team, help enhance the visitor experience, and make a real difference in supporting Swanage Railway's heritage mission.



How to Apply:

Send your CV and a short covering statement to recruitment@swanagerailway.co.uk by noon **21st November 2025**.

Swanage Railway – Keeping Dorset's Steam Heritage Alive!