

Swanage Railway Volunteer Officer

Reports to: Learning & Community Engagement Manager

Location: Based at Swanage, with regular travel across the Railway

Hours: Full-time (37.5 hours per week, with occasional evening and weekend working)

Contract: Permanent

Salary: £27,000 per annum

Purpose of the Role

Volunteering is at the heart of Swanage Railway. With over 400 active volunteers, our Railway depends on the enthusiasm, skill, and commitment of people from all walks of life who help preserve and operate one of Dorset's most cherished heritage attractions.

The Volunteer Officer plays a key role in supporting, developing, and celebrating our volunteers. Working closely with the Learning & Community Engagement Manager, this role will coordinate volunteer recruitment, onboarding, communication, and recognition, ensuring that everyone who gives their time to the Railway feels welcomed, valued, and part of a vibrant community.

Key Responsibilities

Volunteer Recruitment and Onboarding

Plan and deliver volunteer recruitment campaigns across multiple channels.

Respond to volunteer enquiries and arrange informal interviews or taster sessions.

Match volunteers to suitable roles and departments based on interests and skills.

Coordinate induction sessions and issue welcome materials for new volunteers.

Maintain accurate volunteer records in accordance with GDPR and internal policies.

Volunteer Engagement and Support

Act as the main point of contact for volunteer support and engagement.

Build strong relationships with volunteers and staff across all departments.

Promote inclusivity, wellbeing, and positive communication between volunteers and staff.

Support departmental managers to identify volunteer needs and resolve any issues constructively.

Produce regular volunteer communications such as newsletters, updates, and surveys.

- Training and Development

Assist in developing and coordinating volunteer training programmes.

Work with managers to identify training needs and opportunities for progression.

Support the delivery of safeguarding, induction, and customer service training.

- Recognition and Celebration

Lead volunteer recognition and reward initiatives, including thank-you events, awards, and milestone certificates.

Capture and share volunteer stories to highlight their contribution and impact.

- Community and Partnerships

Support partnerships with schools, colleges, and community organisations to attract new volunteers.

Assist in the development of the "Sygnets" youth volunteering programme.

Help coordinate corporate or group volunteering days.

Monitoring and Reporting

Maintain and update volunteer management systems and data.

Produce reports and statistics for management and Board meetings.

Contribute to the delivery of the Volunteer Growth Strategy and the Railway's wider cultural change programme.

Person Specification

Essential

Experience working with volunteers or within a community, heritage, or non-profit organisation.

Excellent interpersonal and communication skills, with the ability to engage people from diverse backgrounds.

Strong organisational skills with attention to detail and ability to manage multiple priorities.

Proficient in Microsoft Office and comfortable using digital tools for communication and record-keeping.

Commitment to inclusion, equality, safeguarding, and the values of Swanage Railway.

Positive, proactive attitude with genuine enthusiasm for heritage and community engagement.

Desirable

Previous experience in volunteer management, HR, or community coordination.

Understanding of safeguarding and data protection principles.

Knowledge or interest in heritage railways or museums.

Full UK driving licence and access to transport.

Our Values

We are guided by five core values that underpin everything we do:

Integrity • Safety • Respect • Education • Empowerment

We expect all colleagues and volunteers to embody these values in their work and interactions, helping to make Swanage Railway a safe, inclusive, and inspiring place for everyone.