



Role Title:	VOLUNTEER DOCUMENT CONTROLLER
Department:	Health and Safety and Internal Audit
Departmental Overview:	<p>The Health and Safety Department is responsible for the overall management of SRC's Safety Management System (SMS) including auditing, incident management and information reporting within SRC, compliance with relevant legislation and liaison with appropriate external statutory bodies.</p> <p>Within Health & Safety, the Internal Audit function is responsible for the establishment and maintenance of an effective system of integrated operational safety governance, risk management and internal control, across the whole of the Swanage Railway's activities that supports the achievement of the Swanage Railway's objectives.</p>
Reports to:	Lead Internal Auditor
Location:	The role can be homebased with access to Swanage Railway office facilities as required.
Purpose of the role:	This role helps the Swanage Railway achieve its vision and run a successful railway by ensuring compliance with the Company's Document Management process through the timely, accurate and efficient preparation, dissemination and management of documents.
What you'll be doing:	<ul style="list-style-type: none"> • Maintain records of incoming legislation, documents & standards that are "controlled" i.e. cannot be changed and have a specific designated reference number. • Prepare briefings to all managers, ensuring that they are acknowledged and cascaded to staff and actions followed up. • Ensure that all departments have relevant rail specific legislation, standards, ability and knowledge when these are found externally. • Work closely with the departmental managers in ensuring that records and documentation are properly maintained and controlled. • Assign reference numbers when a departmental manager wishes to prepare a new document. • Providing documents in PDF format as requested. • Liaising with staff, both employed and volunteer.
What you'll need for the role:	<ul style="list-style-type: none"> • A practical understanding the logical sequence assigning and logging reference numbers to in house documents, procedures, work instructions, forms etc. • Knowledge and experience of Quality Management Systems (e.g. ISO9001) and processes. • Practical experience of document control – both paper and electronic

	<ul style="list-style-type: none"> • IT skills, particularly Microsoft Office (Word and Excel) • Strong interpersonal skills • Use of own PC and internet • Own telephone (landline and mobile) • An organised and methodical approach • Ideally, but not essential, some experience of the rail sector
What you'll get from the role:	<ul style="list-style-type: none"> • Maintain and enhance your skills in general. • Provide particular new skills and knowledge. • An insight into the heritage railway, voluntary, heritage and local tourism sectors. • A sense of giving something to the community • A sense of personal satisfaction. • Discounted Refreshments • Free tea/coffee/water • Discounts in SR Shop* • Discounted Rail Travel* <i>*Subject to Membership of Swanage Railway Trust</i>
The Training we'll provide:	<ul style="list-style-type: none"> • Induction Training
Time commitment:	The amount of time you give can be flexible; in general it is anticipated that the role will require approximately 8 to 10 hours per week during the day and/or early evening.
Other requirements:	
Our vision	<p>The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.</p> <p>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>
Our Values	<ul style="list-style-type: none"> • Safety, integrity and professionalism underpin our operations. 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. • Dedication, commitment and volunteers are at the heart of our community. 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. • Customers are at the focus of our services. Our customers are the heart of our business. We welcome feedback to better understand the needs of our customers and improve our service. • Enjoyment, quality and value for money for all. We deliver a memorable experience enjoyed by everyone.
Our Volunteer Commitment	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.

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.

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:

The Swanage Railway will ...

- Welcome you as a volunteer and provide appropriate opportunities to individuals who can help us achieve our purpose and vision.
- Provide the right equipment and training for the task.
- Give guidance and support in your volunteer role.
- Treat you and all other volunteers equally and fairly.
- Ensure, so far as is reasonably practicable, you have a safe working environment.
- Listen to any concerns if things are not going right.
- Recognise that you are a volunteer giving your time to us whilst having other commitments.

In return we ask you to ...

- Give us your time and commit to any training if needed for the role.
- Be professional and loyal to the organization.
- Be fair to those around you.
- Talk to your Manager/ Supervisor (volunteer or employee) first if things aren't going right.
- 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.