

# Volunteer Role Profile

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<b>Role title:</b>	Christmas Volunteers
<b>Department:</b>	Commercial
<b>Responsible to:</b>	Volunteer Co-ordinator
<b>Hours:</b>	Weekends in late November to Christmas and additional weekdays.
<b>Purpose:</b>	To assist in the setup, stewarding and take-down of our Santa Steam Special and Sherry & Mince Pie trains.

## Main duties and responsibilities:

- Decorating the train (weekday prior to event)
- Selling tickets in the Booking Office\*
- Setup of station site
- Car parking
- Present replenisher
- Van driver (with van!) to move presents (Thursday or Friday daytime each week) from storage to station
- Platform hosts – welcoming visitors, showing them to their carriage, keeping platform clean and tidy
- Santa’s helpers - to help distribute presents and keep the public happy
- Santa – need we say more?
- Mince pie / biscuit distributors
- Raffle ticket sellers
- Cleaners – to keep the carriages clean at the end of the day

## Training:

You don't need to have lots of knowledge, just an enthusiasm for meeting and interacting with customers and be happy to do some heavy lifting

You are not expected to have all the skills that you will require to carry out this role. Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- \*using the online booking system / other computer packages

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Avon Valley Railway polo shirt).
- adhere to all health & safety, railway safety and fire procedures are followed
- not report for duty under the influence of alcohol or narcotics
- be friendly, polite and helpful
- be punctual and responsible
- work well with the team and well as on your own initiative
- be confident when meeting new people and communicate well

### **Benefits of volunteering:**

All of our volunteers are members of the Avon Valley Railway Heritage Trust and whilst this costs a nominal subscription fee, it gives you access to a number of benefits, including:

- Discounted travel on our usual steam and heritage diesel train services
- Discounted purchases from the Gift Shop and Buffet (Buffet only when you're on duty)
- Access to great social activities, including away days and social evenings
- The chance to support us in keeping your railway heritage alive in the Avon Valley