

Volunteer Role Profile



Role title:	Group Host
Department:	Commercial
Responsible to:	Finance & Business Administrator
Hours:	Generally Wednesday daytime (for groups) but can be any day of the week. Also evenings for Murder Mystery and evening dining trains. The number of days you work is entirely up to you - we are grateful for all of the hours you can assist.
Purpose:	To meet and greet group visitors and act as host for the day.

Main duties and responsibilities:

- To liaise with the client, Finance & Business Administrator, Catering Manager and boat staff prior to the day to ensure everything is in order.
- Welcome coach party at Bristol harbourside prior to boat trip and liaise with group leader.
- Travel to Bitton station with the group on their coach and impart information about the railway during this time. Show customers to their carriage.
- Impart information on an informal basis and answer questions
- Assist with clearing / washing up at the end of the event.
- For evening events liaise with office team to obtain Host list, welcome guests as they arrive and show to their seats.

Training:

You don't need to have lots of knowledge about trains or history, just an enthusiasm for meeting the public and sharing information. You must be able to communicate well, be of smart appearance and be happy to learn more about the railway.

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
- How to lay up the tables and serve food to the required standard

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 food safety, health & safety and fire procedures are followed
- be free of alcohol or narcotics
- be friendly, polite and helpful
- be reliable and responsible
- work well with the team and well as on your own initiative
- be confident when meeting new people
- be comfortable with cash handling and basic maths

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