

Volunteer Role Profile



Role title:	Guard
Department:	Operations
Responsible to:	Responsible Officer / Duty Manager
Hours:	09.00 to 17.30 (but may be earlier/later on special events)
Purpose:	To ensure the smooth operation and safety of all aspects of the train operation including departure and arrival procedures. Ensure service for passengers is safe with minimal disruption or incident.
Conditions:	Volunteers wishing to become a Guard must be 18 or over. You will attend suitable training before undertaking a short exam before becoming a qualified Guard.

Main duties and responsibilities:

- Ensure the safety of the train and passengers at all times.
- Ensure the carriages are prepared and fit for service, reporting any defects found.
- Undertake safe departure and arrivals at the station platforms. Maintain the running timetable to ensure trains arrive and depart on time.
- Liaise with the Responsible Officer (RO) and Duty Manager. Be responsible for the Gatekeeper if no RO is present.
- Give information to customers and answer questions during the day.
- Complete end of day procedures to ensure the train is left safe and secure overnight.
- Undertake shunting as and when required both on the mainline and around the yard.

Training:

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 complete relevant paper work
- Rules & Regulations of working on the railway

- Hand signals whilst working on and around the railway
- Personal Track Safety
- The use of Personal Protective Equipment

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes, black trousers & shoes
- adhere to all health & safety and fire procedures
- not report for duty under the influence 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

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