

# Volunteer Role Profile

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**Role title:** Office Assistant

**Department:** Commercial

**Responsible to:**

**Hours:** Any time during office hours, however the peak period is 10am – 3pm so help during this time would be appreciated

The number of days you work is entirely up to you - we are grateful for all of the hours you can assist.

**Purpose:** To assist the Admin Assistant and Finance & Business Co-ordinator in the smooth running of the office

## **Main duties and responsibilities:**

- Answering the telephone and fielding calls to the relevant person
- Taking bookings for Dining and Santa trains and other special events using the online booking system, including taking card payments.
- Serve and advise customers who come to the Booking Office window in person, answering their questions. Take cash payments for transactions.
- Assist with general administrative duties for both weekly office tasks as well as special events. This may include creating Word documents or spreadsheets, photocopying, laminating etc.

## **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 use the online booking system and credit card machines
- Cash handling
- Word / Excel (if required)

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Avon Valley Railway polo shirt)
- 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 as 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