

Volunteer Role Profile



Role title:	Platform Host
Department:	Commercial
Responsible to:	Duty Manager
Hours:	<p>Any public train running day, however Sundays would be ideal as this is the busiest day.</p> <p>The number of days you work is entirely up to you - we are grateful for all of the hours you can assist.</p>
Purpose:	To welcome visitors to the station, keep the site tidy and answer visitors questions and impart information.

Main duties and responsibilities:

- Welcome visitors to the station once they have purchased their tickets
- Impart information on an informal basis and answer questions
- Keep Bitton station tidy and litter-free throughout the day
- Deliver short 5 minute talks to the public about the railway and its history as well as explaining more about that day's locomotive and carriages.

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
- Information about the history of the railway, the locomotives and carriages

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