

# Volunteer Role Profile

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<b>Role title:</b>	Travelling Ticket Inspector (TTI)
<b>Department:</b>	Operations
<b>Responsible to:</b>	Guard (on train) / Duty Manager (off train)
<b>Hours:</b>	10.15 to 5.15 (but may be later on special events)
<b>Purpose:</b>	To sell and check customer's train tickets on the train and to provide information to the public.

## Main duties and responsibilities:

- Collect your TTI box and any information required for the day's event from the Booking Office before the first train.
- Put any reserved seating (or coach) labels up ready for the first train where needed. (Birthday Parties or Coach Groups).
- Check and sell tickets to customers in accordance with the ticketing conditions of the Avon Valley Railway, prices will vary dependent on the event on the day.
- Take responsibility for all cash security.
- Give information to existing and potential customers.
- Assist other staff as required.
- Keep your train clean and tidy at all times, and leave it clean for the next day.
- Reconcile cash held against tickets sold. (fill out the TTI form). Return cash, vouchers and your End of Day sheet to the Booking Office at Bitton

## 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 paper work

However, we do expect you to;

- be of tidy appearance and wear a white shirt, black trousers & shoes
- adhere to all railway procedures
- be free of alcohol or narcotics when on duty
- 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