

# Volunteer Role Profile

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| <b>Role title:</b>     | Raffle Ticket Seller   |
| <b>Department:</b>     | Heritage Trust   |
| <b>Responsible to:</b> | Volunteer Co-ordinator   |
| <b>Hours:</b>          | 10.30am – 5.15pm<br>Weekends plus Wednesdays May to September plus Tues to Thur in school summer and half term holidays. |
| <b>Purpose:</b>        | To sell raffle tickets onboard our trains to raise funds for the Avon Valley Railway Heritage Trust.                     |

## Main duties and responsibilities:

- Checking float at the start of the day
- Selling raffle tickets onboard our heritage trains or around the station site during the day in a pro-active yet friendly way to our customers
- Ensuring all raffle ticket stubs are clearly and completely filled in, giving the customer their part, and retaining the stub for entry into the raffle draw
- Ensuring data protection regulations are complied with at all times
- Reconciling income received at the end of the day

## Training:

You don't need to have lots of knowledge, just an enthusiasm for meeting and interacting with customers.

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

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 health & safety, railway safety and fire procedures are followed
- not report for duty under the influence of alcohol or narcotics
- be friendly, polite and helpful
- be punctual and responsible
- work well with the team and well as on your own initiative
- be confident when meeting new people and communicate well

### **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