



GUIDE TO VOLUNTEERING

Contents

Introduction to volunteering

Welcome to the Avon Valley Railway and thank you for expressing an interest in becoming a volunteer.

In joining us you will become part of a friendly team dedicated to the restoration, upkeep, operation and development of our railway. You'll gain new skills, meet new people and help to create lasting memories for our visitors and for yourself.

In this guide you will find, in one place, information about our varied volunteer opportunities. With a range of roles to suit a variety of interests, lifestyles and abilities, there are many ways in which you can get involved. We hope that this guide will prove useful in introducing you to our railway and the way we work.

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The Avon Valley Railway



In 1972, a group of 30 volunteers from the the 'South Gloucestershire Rail Retention Group' established the 'Bristol Suburban Railway Society' with the intention of reopening the Bristol to Bath branch of the Midland Railway. After initial discussions with the British Railways Board, the group was told in no uncertain terms that this could not happen; they were unwilling to take on legal responsibility for a private railway operated by 'amateurs'. Unwillingness to back down and the

sheer determination of our volunteers in the face of many further setbacks in subsequent decades ensured that the Avon Valley Railway would become one of the most popular tourist and heritage attractions in South Gloucestershire. By joining us as a volunteer you will be contributing to this success.

After closure to passengers in 1966 and final closure of the line in 1971, British Railways removed the track

and the condition of Bitton Station quickly deteriorated. In 1973, our first volunteers were met with scenes of complete dereliction but despite almost crippling resistance from the British Railways Board, they continued with fundraising and track laying efforts. Even in the face of further costly setbacks such as the legal battle to obtain a 'Light Railway Order', which would allow the operation of trains to Oldland Common, the volunteers pushed on with expanding the railway in both directions from Bitton Station. This effort culminated in the opening of Oldland Common and Avon Riverside stations in 1999 and 2004 respectively. Since then, the focus has been on improving facilities at Bitton and sustainably growing the commercial operation of the railway, both essential for our vision to extend the line further.

In an area dominated by the Great Western Railway, the Avon Valley Railway offers the unique opportunity to preserve what was once a secondary main line of Midland Railway origin; the route of

the famous Pines Express. With the original terminus of our line being the legendary Bath Green Park Station, it is one steeped in significant railway heritage.

By joining us as a volunteer you will be part of the team continuing this legacy and ensuring that 'Beeching's Axe' wasn't the death knell for heritage trains in the Avon Valley.



Who are we?

There are two organisations involved in running the Avon Valley Railway, **The Avon Valley Railway Heritage Trust** and **The Avon Valley Railway Company Ltd.**



The **Heritage Trust** sets the strategic direction of the organisation and is responsible for the financing and delivery of projects to develop the railway. It is a registered charity, providing education to the public through its work in preserving railway heritage and is the membership organisation of the railway.



The **Company** is the commercial trading entity, responsible for operating a safe railway and running the shop, buffet, office and engineering facilities. The Company supports the AVRHT in achieving its charitable aims by managing the commercial business of the railway. As the Company is responsible for the day-to-day operation of the railway, it leads on volunteer recruitment, induction and ongoing management.

What do we do?

We operate trains on
130 days
a year

Over **30**
different volunteer
roles

We restore and safely operate a 150 year old railway

30,000+ volunteer hours
a year

Our **150**
volunteers undertake

1,500
rostered duties a year

Not to mention the voluntary work undertaken behind the scenes, 364 days a year, to keep our railway going

Why should I get involved?

This guide introduces you to the breadth of volunteer roles needed to operate our heritage railway. We need a diverse range of people and skills across our departments, in both public-facing and behind-the-scenes activities. The volunteer roles are split between two main areas, Visitor Services and Engineering & Operations. You will find out more over the following pages.

Your work will support our important local culture and heritage. Quite simply, the larger our team, the more we can achieve. We have ambitious plans for the future, including the development of the station site at Bitton and extension towards Bath.

We simply wouldn't survive without the generous support of our dedicated volunteers. You can be sure that, whatever your interests, you will find a fulfilling volunteer role and that you will join a team of committed and like-minded people. Don't just take our word for it! Please speak with any of our volunteers to find out more about their experiences.

All of our volunteers are encouraged to become members of the Avon Valley Railway Heritage Trust to receive news from across the railway and the full range of benefits. You can join us at www.avrht.org

Your dream role

You may already have an idea of how you would like to volunteer. Whether it is a childhood ambition to become a train driver, or a desire to get involved in your local community, you need to know what's involved.

People have many motivations for giving up their free time to volunteer. It is important that you take the time to consider whether you will be a good fit for the role that you are interested in. Use the questions below to guide your decision making.

- Do I have a passion for working with the public?
- Can I communicate with others confidently and effectively?
- Can I work well as part of a team to deliver a high-quality service?
- Do I have good basic IT and mental arithmetic skills?
- Am I interested in promoting our heritage and cause to a wider audience?

If you answered yes to these questions, then you may be suited to a role in
VISITOR SERVICES

- Can I provide a regular or ongoing commitment?
- Am I mobile and, where required, physically fit?
- Am I looking for a longer term volunteering opportunity?
- Do I work well both independently and as part of a team?
- Do I have excellent concentration and observation skills?

If you answered yes to these questions, then you may be suited to a role in
ENGINEERING & OPERATIONS

VISITOR SERVICES

Visitor Services volunteers play a vital part in ensuring that our visitors get the most from their day out.

Whether you choose to volunteer in our booking office or shop, on our platform or on board our trains, you'll become part of the public face of the Avon Valley Railway. Joining this department would suit you if you are passionate about interacting with the public and representing the railway. Indeed, many of these roles are ideal for new volunteers, as you will quickly learn about our history and our cause. At Bitton, we try to

recreate the atmosphere of a friendly 1950s British Railways station and our volunteers play their part by dressing in smart uniforms whilst on duty. Behind the scenes, there is a multitude of work to get involved with: from gardening and painting to administration.

Volunteering within Visitor Services is also a great first step, should you wish, in the path to joining our operations department.



Rich Skuse



Adam Ashford



Robin Mitchell



Adam Ashford

First impressions count, and our Visitor Services volunteers take pride in looking the part. Their work is conducted with a personal flourish to ensure that every visitor leaves with great memories and the desire to return.

On each day that we run trains, we require a minimum of five Visitor Services volunteers. On pages 11 and 12 you will find the key roles, without which we would be unable to deliver the experience that our visitors deserve. These roles are ideal for new volunteers and we recruit for these on a regular basis.

On pages 13 and 14, you will find less frequently required or supporting roles. Many of our volunteers contribute their efforts across more than one area within the department. As long as you enjoy working with the public and have learned the basics, there is a great deal of transferability.

DELIVERING
QUALITY
VISITOR EXPERIENCES
EVERY TIME

Ideal roles for new volunteers



Booking Clerk

Our Booking Clerks provide our visitors with a warm welcome to the railway and an efficient and knowledgeable service. Their main duties involve selling tickets, providing information and promoting the railway. They may only spend a short time with each of our visitors, but first impressions count.

You would be well suited to this role if you are confident in working with the public and maintaining the highest standards of administration and cash handling.



Platform Host

Our Platform Hosts work to convey the atmosphere of a 1950s British Railways Station, assisting in all aspects of the day-to-day operation. They form the essential link for the visitor between the Booking Clerk and the Ticket Inspector. By acting as visible representatives around the station, they play a key part in communicating our heritage and vision.

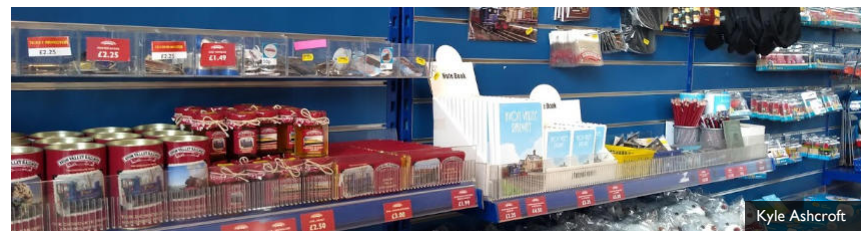
We look for people who have a passion for working with the public and who go the extra mile to enhance the experience of our visitors.



Travelling Ticket Inspector

Our Travelling Ticket Inspectors represent the railway whilst on the move! They are responsible for clipping tickets, guiding visitors and ensuring that the train is well presented.

You would be well suited for this role if you are happy working on your feet and are passionate about meeting the needs of our visitors. A confident and outgoing approach is essential.



Retail Assistant

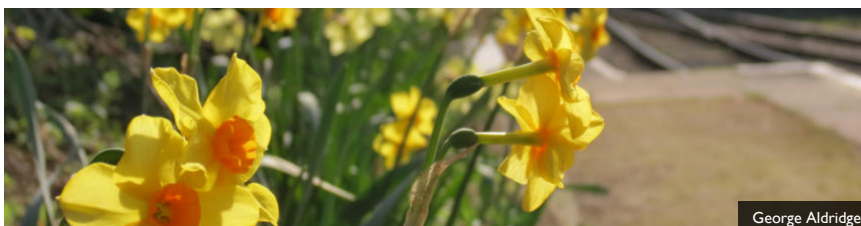
Our Retail Assistants are responsible for running our gift shop at Bitton. Whether it's helping a child find the ideal toy or the young at heart their ideal memento, they interact with our customers on a continual basis.

Previous experience of working in retail would be desirable, but willingness to maintain high administrative and presentation standards is essential.



Group Host

Our Group Hosts provide a friendly and engaging point of contact for parties and coach groups and work to organise and deliver an itinerary to ensure a seamless visitor experience.



Gardening and Station Maintenance

Our gardening and station maintenance volunteers work year-round on the presentation of our stations. They care for our award-winning gardens and provide a fresh lick of paint to keep things looking their best.



Events and On-train Dining

Assist our catering team to provide an exemplary service. From our informal 'Pie and Pint' evenings through to our premier dining service, the 'Pines Express', and from stewarding to serving, the work is varied but rewarding.



Administration

Assist with the smooth running of our office by fielding enquiries and providing high-quality clerical support to our administrative staff. There's a lot of behind the scenes effort involved in running a railway!



Christmas

To provide that festive spirit at one of the busiest times of the year, we need many volunteers. From the man himself* and his elves, to the crucial supporting roles, it's an intensive and well-oiled operation but our volunteers are essential for ensuring that each family has a magical experience.

Seen a role that sparks an interest?

Look out for details of our latest volunteer vacancies on our website or at Bitton Station. Further details about the recruitment process can be found at the back of this booklet.

* Applications only open to Father Christmas!

ENGINEERING & OPERATIONS



Sam Bilner

Across the Engineering and Operations departments there are a huge range of different volunteer roles which enable us to continue to run heritage trains in the Avon Valley.

From working within our restoration and maintenance teams, to actually operating the railway as guards, locomotive crews and signallers, there are volunteer roles to suit many different skill levels and abilities. Some roles, within the engineering yard require only a determination to get involved and learn new crafts. Others, in our

operations department, require you to undertake extensive and challenging training programmes to ensure that you meet the stringent safety and competence requirements operating a real railway entails. For prospective volunteers looking to join our operations team, there are a number of defined entry routes, some of which require some time spent within the Visitor Services Department, as the diagrams opposite show. It can be hard work, but for those that can commit to more regular turns over a number of years, these roles are incredibly fulfilling.



Chris Bumstead



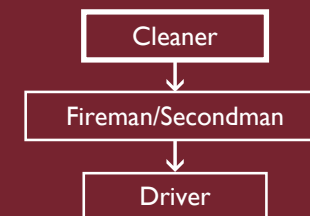
James Line



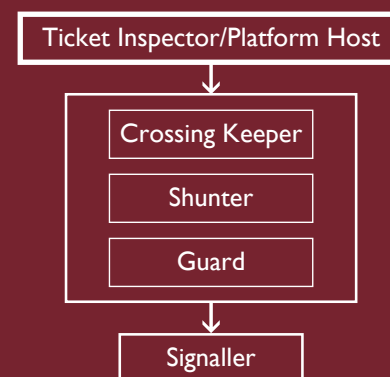
James Line

ROUTES INTO OPERATIONS

Locomotive Department



Traffic Department



WE
DEVELOP
OUR
VOLUNTEERS
TO ENSURE WE OPERATE A
SAFE RAILWAY



Steam Locomotive Department

George Aldridge

In time-honoured tradition, new volunteers in this department join as Cleaners. In this role, you will spend time learning the basics whilst assisting the Fireman and Driver with their preparation and end-of-day tasks.

As the name implies, the primary task in this role is the cleaning of locomotives. This isn't just for show, it is also an essential part of ongoing maintenance, which department volunteers are encouraged to become involved with. You will develop a detailed understanding of the construction and operation of a steam locomotive and will also be responsible for keeping its preparation area clean and tidy.

Progression to Fireman training is based on your attitude and aptitude for the role. During your training period you will be partnered with a buddy who will help to guide you through the process. Our Firemen are responsible for the safe operation of high-pressure boilers, the coupling and uncoupling of trains and working as an integral part of a

team to ensure the safe operation of the railway, so the training is thorough. It can take many years from joining the department as a Cleaner to qualifying as a Fireman.

Once qualified, our Firemen maintain their competence by volunteering on a regular basis and working through cycles of assessments every two years. As they spend time developing experience in the role, Firemen gradually begin to learn—and experience—the work of the Driver. It is a big step up, and one which comes with a lot of responsibility, but once you have amassed the necessary knowledge and experience, qualifying as a Driver is the next step.

Volunteers in this department need to be physically fit and will be subject to medicals. The days are long and volunteers will need to be comfortable with early starts (from 0600) and twelve-hour shifts. It may sound gruelling, but we wouldn't do it if the reward of working with steam locomotives wasn't so great!



Diesel Locomotive Department

George Aldridge

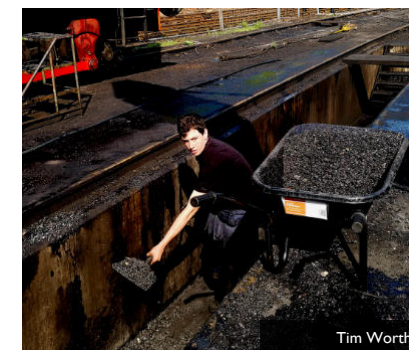
Progression within the Diesel Locomotive Department is similar to the routes within the Steam Department. New entrants join in the grade of Cleaner as they begin to learn and understand the work of a Secondman. They will assist the locomotive crew with preparation and receive training in the safe operation of the railway—being involved with coupling and uncoupling and the 'run-round' procedures at the end of the line.

Because there are limited cleaning and shed duties, where a standard probationary period can be served before being selected for further training, new volunteers will need to show commitment and aptitude if they wish to be put forward for qualification.

As this is a 'safety critical' role, we must meet the highest standards and so you will undergo regular written and practical assessments to demonstrate your competence. Progression within the department is managed by the assessor team, led by the Diesel Traction Inspector.

Once qualified as a Secondman, and as you develop further experience, there are varied opportunities within the department. Each type of locomotive requires tailored training and so Secondmen who are deemed suitable for progression to the role of Driver can choose to train on shunters, our mainline diesels, or our Diesel Multiple Unit. Many of our Drivers are qualified in more than one type of traction.

Volunteers in this department need to be physically fit and will be subject to medicals. Again, whilst the training requirements are demanding, there is nothing quite like being in charge of 250 tons of train!



Traffic Department



Robin Mitchell

If you are interested in becoming involved as a volunteer in our Traffic Department in any of the following roles and do not have any previous railway experience, then a period of time spent within our Visitor Services Department is essential. Our Traffic Inspector and department assessors will then be on hand to guide your development. You will be able to indicate any longer-term aspirations during the application process.



George Aldridge

Crossing Keeper

Our Crossing Keepers are responsible for the safety of the railway and crossing users alike at the gated level footpath crossing at Bitton Station. It's a little more complicated than opening and shutting gates as you will need to learn and demonstrate an understanding of the principles of railway operation. This is an ideal route into Operations from volunteering as a Ticket Inspector or Platform Host. Experience gained in this role would be beneficial for volunteers looking to become Guards or Signallers.



Robin Mitchell

Shunter

Our Shunters have an active job, reforming trains so that wagons and coaches are in the right order and position to meet the operational need of the railway. They work in unison with Drivers and Signallers to safely control rail movements using hand signals and verbal commands whilst remaining focused on following rules and procedures. It is an ideal additional competence to hold if you are training in another operations role as Shunters are most often required at the start and end of a running day, though there are additional requirements for shunting mid-week.



James Line

Guard

Our Guards are in charge of our passenger and freight trains, and are responsible for maintaining a safe interface between the train and the public. It's not just about waving a green flag and blowing a whistle, though that is a glamorous part of the role. As a Guard, you will be trained in how to check and prepare vehicles for service, how to dispatch trains and how to manage any incidents that may occur. As the Guard is responsible for managing the train, passengers and other on-board volunteers, it is an ideal progression route for existing Travelling Ticket Inspectors.

Essential supporting roles



Signaller

On any given day, Signallers have the ultimate responsibility for the safe passage of trains over our railway and need to have a comprehensive understanding of all aspects of our operation, rules and theories. It's an engaging role, and you would be well suited if you have a logical and safety-focused mind. Given the responsibilities involved, volunteers who wish to become Signallers will need extensive experience in operations on our railway, or relevant external qualification.



Permanent Way

From regular line inspections to track renewals, you would be well suited to work within this department if you have a love for working outdoors, good physical fitness and a willingness to wield a shovel or spanner.



Lineside Clearance

The team meets mostly throughout the Autumn and Winter to look after our cuttings and embankments. It's a great way to meet people from across the railway and, although it can be cold, there is always a warm fire to return to!



Carriage and Wagon

Our restoration teams work to return historic vehicles to their former glory and assist with their ongoing maintenance. There are tasks to suit a range of experience levels, from wire-brushing and painting through to skilled machining carpentry and upholstery.

There's nothing quite like the feeling of accomplishment that comes from a job well done. In no time, you'll be creating your own lasting memories of volunteering with our team.

Junior Volunteer Programme



James Uppington

You've only just scratched the surface...

In addition to their donation of time to their core roles, our volunteers bring so much more to the table. During the application process we will ask you about the wider skills, qualifications and experience you may have that you would also be willing to offer if called upon.

Running a heritage railway is a massive undertaking and it would be impossible to document and recruit for each role or task individually. However, once you've joined us, you will learn about additional opportunities, either within your department or across the wider railway.

Just some of the roles that might not immediately spring to mind are:

- **Management** — Our senior management team is mostly formed of volunteers. There are opportunities from Trustee/Director level to Department Heads and Officers. We look for individuals with a strategic mind and exemplary leadership ability to steer the overarching direction of our railway.
- **Fundraising and Communications** — To further develop and promote the railway we need to raise funds and produce high-quality publicity material. We require a wide range of skills and abilities from running stalls and information stands to photography and film-making.
- **Assessors** — There are opportunities for volunteers with extensive experience and exemplary conduct to become an assessor within their department. In this position, you are responsible for enabling progression within your department and assessing competence of other volunteers.
- **Project Management** — we have exciting plans for the future, but will not be able to realise these unless we have people to bring volunteers together to plan, schedule and budget work.



Carl Hellings

Did you know that many of our junior volunteers, as well as progressing through to become drivers, guards and managers at the Avon Valley Railway, have gone on to secure careers on the 'big railway'? Volunteering with us is a great addition to your CV as you will develop a range of transferable skills. Joining the group is also an ideal way to meet like-minded people and many firm friendships have been formed over the years.

Young people are our future. We will only succeed if we promote an interest in our railway and the skills required to develop and operate it.

Our Junior Volunteer Programme aims to encourage and support enthusiasm in railway heritage by giving young people, aged 14-16, supervised 'hands-on' volunteering opportunities.

Through a regular series of activities, including involvement in projects, maintenance and public-facing roles as well as some classroom based activity, junior volunteers gain core skills and knowledge in railway heritage, preservation, operation, safety and customer service.

At 16, Junior Volunteers are encouraged to join one of our departments, having had the opportunity to experience work across the railway. As such, we look for committed individuals who work well as part of a team and who are willing to learn about our railway.

How do I get involved?

We recruit volunteers based on our operational requirement and training capacity. Details of our latest campaigns can be found on our website or at Bitton Station.

There are opportunities to join our team each year. We normally recruit volunteers at defined periods, often January-February and June-July. This allows us to coordinate induction and training to ensure that you get the support you need during the crucial initial stages of volunteering with us. We organise volunteer recruitment campaigns based on the capacity in each department and so don't recruit for every role during each cycle. The decision to recruit for a role is based on our ability to provide meaningful and engaging opportunities.

Even if we are not currently recruiting for your first-choice role, don't be put off from applying for something similar. Once you have joined us, we will work with you to ensure that your role is fulfilling and should you wish to progress to our operations roles, that you are on the most appropriate path. Before you

apply, you will be able to view a full role profile which provides more information about the various duties and expectations.

Once you have submitted an application, our team will review the form to ensure that you meet the necessary standards and that you will be a good fit for the position. You will then be invited to a volunteer induction day where we will welcome you to the team and provide you with all the information you need to get started.



James Uppington

If you still have questions about the roles or recruitment process after reading this guide, please get in touch with us at volunteers@avonvalleyrailway.org or ask one of the team at Bitton Station

Our volunteer principles

Our volunteers are the core of our operation and are our most valuable asset. Without their contribution, we would not be able to fulfil the charitable aims of the Avon Valley Railway Heritage Trust.

Volunteers donate their time to our cause for many different reasons, but our relationship with each and every one is the same and is founded in the following principles:

- You will receive induction, full training and ongoing support, tailored to the requirements of your chosen role
- You will work in a safe, compliant, friendly and inclusive environment
- You will take an active interest in learning about our organisation and your role within it in addition to upholding our reputation at all times: in-person and online
- There is no obligation for you to volunteer your time, though we would hope that all develop a moral and reciprocal relationship with the railway that is of mutual benefit
- Volunteers are not employees, are not bound by contract—implied or otherwise—and will not receive expenses in return for their services
- You must abide by our policies, standards and role specific training and competence requirements

A little bit about safety



George Aldridge

Railways can be dangerous places and we all have a duty to keep ourselves and others safe. Like any railway operator, we are governed by the Office of Rail and Road (ORR) and have rigorous safety standards to meet. The basis of our safety culture can be found in our Safety Management System, which you will be introduced to during your induction. By becoming a volunteer you agree to become familiar with, and abide by, its principles.

Personal Track Safety

If your volunteer role requires you to work on or about the line and in the yard (in our Engineering and Operations roles) then you will need to attain a Personal Track Safety (PTS) qualification. In-house Courses are run regularly and are designed to provide you with the core knowledge required to ensure your safety on the railway. After passing a short exam you will be issued with a competence card which enables you to work unsupervised in line with the requirements of your role. PTS is not

a mandatory requirement for many Visitor Services roles, however all volunteers are encouraged to undergo this core training as a basic induction to the principles of safety on the railway.

Safety Critical Roles

Many of the roles in the Engineering and Operations departments are defined as 'Safety Critical'. This means that tasks need to be carried out directly, or supervised and checked, by someone who has been assessed as 'competent'. As a result, volunteers in safety critical roles must undergo thorough training, medicals, ongoing learning and assessment, and be able to provide a regular commitment (minimum 1 day per-month) to retain familiarity with the role.



George Aldridge

Minimum age limits apply to all safety critical roles

Minimum age for qualification:

Driver	21
Other safety critical roles*	18

When training under supervision:

Driver	18
Other safety critical roles*	16

* There are some exceptions to this rule for specific activities within the engineering department. See AVR-SMS-060-01 for further information.

There are no upper age limits as long as competence and medical standards are maintained.

Personal Protective Equipment

Volunteers in the Engineering and Operations departments are required to provide their own safety shoes/boots and high-visibility vests along with clothing suitable for their role. AVR branded compliant high-visibility vests can be purchased at a discounted price through the office. The requirements for each role will be made clear during the induction process. Consumables such as masks, rubber gloves and goggles are available on site for use by volunteers.

Signing In

For insurance purposes, all volunteers must sign in and out when they are on site. In doing so, you confirm that you will abide by our policy and rules. You will be shown where to sign in depending on your chosen role.

Safeguarding

If your volunteer role requires you to work with children or vulnerable adults on a regular or one-to-one basis, then we may require you to undergo a Disclosure and Barring Service (DBS) check.

Raising Concerns

We encourage all volunteers to take an active role in ensuring that we operate a safe and compliant railway. If you see something that is not right, please report it to your Head of Department or take steps to manage the hazard, for example, ensuring that all walkways are clear of obstruction.

FAQs

- Q I can't find a role that I'm interested in. How can I help?**
This guide presents a cross-section of roles required to run our railway and emphasises those which are most appropriate for new volunteers in the organisation. Once you have joined us there are usually other opportunities depending on your interests.
- Q I want to become a volunteer but you are not recruiting at the moment. Why is this?**
Our recruitment periods are aligned to provide new volunteers with the best opportunity to receive induction and training after joining, balancing the needs of new volunteers with our operating calendar and the needs of existing volunteers. We normally recruit new volunteers in January–February and June–July but keep an eye on our website and social media channels for opportunities outside of these times.
- Q Can I apply for more than one role?**
Many of our volunteers donate their time across multiple roles, though it's important to balance the range of roles you undertake with how much commitment you can provide. We suggest applying for one role to start with to ensure that volunteering with us is right for you and then expanding your horizons once you feel comfortable. You will be able to indicate other interests during the application process.
- Q What if I don't like the role I have chosen?**
We completely understand if you decide that a volunteer role is not for you. Though we would hate it if you left us because of this, especially if there is anything that we can do to make your experience better. We are usually able to work with you to find an alternative role. Please contact your Head of Department in the first instance.
- Q I have previous heritage or mainline railway experience. How do I get involved?**
Please let us know if you have any relevant previous experience or qualifications during the application process. Our team will review this and work with you to plan your training and development as you will appreciate that you will still need to become familiar with our rules and operations.
- Q I live outside of the local area. How can I get involved?**
Our volunteers are based all over the country. We have limited (basic) overnight facilities at Bitton. Volunteers can book individual sleeping berths through the office for a nominal sum.

- Q You suggested an alternative role to the one I applied for. Why is this?**
Where we have received more applications than we have training space, we may suggest an alternative role or place you on a waiting list. In some cases, our team may determine that you are not suitable for the role that you have applied for. You will be informed of the reasons for our decision and we may be able to offer an alternative. We offer volunteer opportunities purely based on your ability to carry out a role.
- Q I can only volunteer for part of the day. Does this limit how I can get involved?**
The training requirements of our Operations roles mean that volunteers need to be available for full days, which can span 0600-1800 in the Steam Locomotive Department and 0800-1800 elsewhere. Generally the Visitor Services volunteers in roles on pages 11 and 12 work between 0900-1730. The roles on pages 13, 14 and 22 are most suited for volunteers who are able to volunteer for part-days. Across all roles, there are variations in hours, including some evening work. You will be notified of the duration of each turn when inputting your availability.
- Q Once I am a volunteer, how do I know when to turn up?**
Most of our volunteers roles are filled using an online rostering system. Volunteers are able to input their availability in advance and our roster clerks will then publish a roster each month to show you which days you are due to volunteer. Across our maintenance and other supporting roles, our teams often meet at regular times each week.
- Q What should I wear?**
Our volunteers are encouraged to wear appropriate 1950s railway uniforms whilst on public facing duty. The details of each uniform will be explained during the induction process. We understand that this entails a cost for our volunteers and so advise new volunteers not to invest in clothing and equipment until they are sure that they are a good fit for their chosen role. However, at all times when in a public facing role, we expect our volunteers to be of smart appearance.
- Q Are there any other benefits?**
We recognise the generous commitment that our volunteers freely and willingly provide. Whilst on duty, you are eligible for discounted food and drink from the Buffet. There are basic mess facilities with free tea and coffee available. We also have a number of reciprocal arrangements with other heritage railways. All volunteers are encouraged to become members of the Heritage Trust in order to keep up to date with news across the railway and to receive the full range of membership benefits.



www.avonvalleyrailway.org

volunteers@avonvalleyrailway.org

0117 932 5538

The
National Lottery
Heritage Fund

Historic
England



Department for
Digital, Culture,
Media & Sport

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