

What are the qualities, skills, and experience I'll need for this role?

- ✓ Physically fit
- ✓ Personable, working around our site you will regularly meet our visitors
- ✓ Attention to detail and observant
- ✓ Adaptable, you may be asked to take on multiple varied jobs
- ✓ Experience in a cleaning role would be ideal

What does the Isle of Wight Steam Railway expect from a volunteer?

- ✓ To be a friendly face to our visitors and deliver excellent customer service (whether your role is directly 'customer-facing' or not)
- ✓ Although this role is voluntary, we expect volunteers to be dependable and to demonstrate a high level of commitment and reliability.
- ✓ All volunteers should contribute towards ensuring our railway is presented to the highest standards
- ✓ To be presentable at all times, wearing the appropriate uniform/overalls/PPE for the role
- ✓ To protect our other volunteers, staff, and assets by understanding and following the correct safety and security procedures
- ✓ Maintain healthy working relationships with volunteers, staff, and our visitors
- ✓ Take part in appropriate training
- ✓ Act in accordance with the values and objectives of the IW Steam Railway as outlined in our Volunteer Policy and other relevant documents

What Skills or Abilities is it desirable for me to have for this role?

- ✓ Working at height, ladders are needed for a variety of jobs.
- ✓ Basic plumbing would be desirable, especially knowledge of cisterns and basin/taps.
- ✓ Getting into awkward places to clean, cobwebs get everywhere.
- ✓ Knowledge or experience fire alarm testing, you may be required to assist the caretaker.
- ✓ Knowledge of which cleaning materials are best suited for certain jobs.

Are there any qualifications I might have that would help me in this role?

- ✓ Infection prevention and control
- ✓ COSHH
- ✓ Portable appliance testing

How physically capable does this role require me to be?

You should be comfortable with the physical demands outlined in the role description, as these form an integral part of this role.