

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

- ✓ A personable outgoing personality
- ✓ Very customer focused, willing to help and advise customers on making the best of their day with us
- ✓ Be able to resolve situations when customer issues arise

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 always be presentable, 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?

- ✓ Have a background in customer service or similar where people interaction is second nature
- ✓ Able to use a variety of IT hardware and software

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

- ✓ No formal qualifications are necessary

How physically capable does this role require me to be?

This role is usually counter- or desk-based and as such you should be able to sit or stand for long periods of time.