

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

- ✓ Good understanding of Health and Safety principles
- ✓ Experience of working on practical tasks
- ✓ Observe organisational policy and procedures
- ✓ Volunteers can expect to work in a dirty and noisy environment
- ✓ Volunteers in this role will have to stand for long periods and will spend time outside

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?

- ✓ The ability to work hands on, undertaking practical tasks
- ✓ Willing to learn and follow instructions
- ✓ To be able to work as part of a team but also able to work on your own on occasions
- ✓ An understanding of engineering techniques and principles
- ✓ A good attitude towards working safely
- ✓ Previous experience working at a heritage railway
- ✓ Metalworking, painting and vehicle maintenance experience

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

- ✓ Apprenticeship or formal qualification in a relevant trade
- ✓ Qualifications from another heritage railway

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. You should have no health conditions that may affect you in a workshop environment.