

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

- ✓ Guides need to be comfortable and confident talking to, and engaging with, visitors to the Isle of Wight Steam Railway
- ✓ Guides need to be comfortable with public speaking to groups of visitors, including coach parties and school groups
- ✓ Guides should have good time management skills, particularly for guides providing tours, to ensure that group visits are managed within relevant timescales (i.e., arrival time, train time, departure time, etc)
- ✓ Guides need to be friendly and approachable, and be calm under pressure

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?

- ✓ An interest in local or transport history

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

- ✓ No formal qualifications are required

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 may be on your feet for prolonged periods of time, and if guiding groups around the site will cover a reasonable distance on foot during these tours.