

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 complaints 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

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. This role requires the applicant to be on their feet for prolonged periods of time, and to cover a reasonable distance around the station yard and platform during their shifts.