

ISLE OF WIGHT STEAM RAILWAY

ROLE DESCRIPTION

PASSENGER ASSISTANT

Our department: OPERATING

Why does the IW Steam Railway need my help with this?

Every day a committed team of enthusiastic volunteers give their time and energy to The Isle of Wight Steam Railway. Without their help, our important, beautiful, and fascinating slice of social and engineering history simply wouldn't exist. You will be making an essential contribution towards the ongoing success of the railway.

Passenger Assistants are the primary interface with our customers. You will be one of the first people they encounter and will shape the customer experience for them. This vital role will appeal to those people who like interacting and assisting others, while playing a key role in safely operating an award-winning Heritage Railway.

What does the Isle of Wight Steam Railway Need a Passenger assistant to do?

- ✓ Help our visitors on and off our trains safely
- ✓ Help visitors navigate our site and answer questions
- ✓ Ensure visitors have the correct tickets to travel
- ✓ Operate crossing gates as directed and assist with daily carriage preparation
- ✓ Ensure the station area is clean and tidy, and assist the Station Foreman as required

How will I be trained and supported in this role?

- ✓ Isle of Wight Steam Railway General Introduction and Health & Safety Briefing
- ✓ Isle of Wight Steam Railway Working at Height Training
- ✓ Role specific training with mentored guidance

What can a Passenger Assistant expect from the Isle of Wight Steam Railway?

- ✓ A warm welcome to our team, and the enjoyment of contributing to the success of railway.
- ✓ Fair and respectful treatment always.
- ✓ Appreciation for your efforts
- ✓ A comprehensive induction, and ongoing training and support.
- ✓ Contributions towards, or supply of, clothing and any PPE necessary for your role.
- ✓ References and certification of relevant in-house training to add to your CV.
- ✓ A range of benefits, social events, experiences, and prize draws exclusive to our volunteer team.

Suggested Minimum Hours

One or more full days each month that we operate passenger trains.

Physical Demands

Passenger Assistants need to be fairly mobile as the role requires walking and standing for periods of time, however there are no physically demanding lifting or carrying requirements within this role.