

# ISLE OF WIGHT STEAM RAILWAY

## ROLE DESCRIPTION

### RETAIL ASSISTANT

Our department: RETAIL & CATERING

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.

Our Retail Assistants provide a high standard of customer service to the public when they visit an on-site shop or other service counter to ensure they have a pleasant experience on our site. Our retail and catering outlets generate vital funds to enable the railway to continue its preservation of the history of the Isle of Wight Railways.

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

- ✓ Greet and engage visitors on entering the shop, café, or real ale bar, answering questions and providing general information along with help on products that they can purchase
- ✓ If working in the catering outlets, to ensure the allergens are known to the customer
- ✓ To answer enquiries on the phone
- ✓ To process web shop orders in an efficient way
- ✓ To help keep the facilities clean and tidy

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
- ✓ Guidance through the relevant in-house retail, catering, or bar handbook

What can a Retail 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 at all times
- ✓ 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

A minimum of one shift per month in which the railway is operating

Physical Demands

This role requires an ability to stand for long periods of time whilst serving in a shop, counter, or bar environment. There are some re-stocking duties which may require some light lifting, or using step-ups to access higher shelving.