

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

- ✓ Some experience in an office-based or administrative role
- ✓ Friendly personality and a professional telephone manner
- ✓ Able to work under pressure
- ✓ Good organisational skills
- ✓ Experience using common IT systems (including Microsoft Office)
- ✓ Excellent timekeeping
- ✓ Smart appearance

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?

- ✓ Flexibility to apply your skills to a range of different administrative tasks as needed

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

- ✓ A relevant qualification in an applicable administrative area

How physically capable does this role require me to be?

This is an administrative role and as such has a relatively low level of physical activity required. It is possible to work largely desk-based with limited time standing or walking around the site.