

ROLE DESCRIPTION

ADMINISTRATIVE ASSISTANT

Our department: ADMINISTRATION

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 Administrative Assistants provide support to our office and management teams in a range of administrative tasks, and a high standard of customer service to the public on our phones and office counter.

What does the Isle of Wight Steam Railway need an Administrative Assistant to do?

- ✓ Answer our phones and assist the public with their enquiries
- ✓ Respond to customers making enquiries at our office counter
- ✓ General office duties which can include filing, data entry, preparing items for posting, or any other office tasks as required by the team
- ✓ To support our wider management team outside of the main office with filing or other paperwork-based tasks
- ✓ To help keep our office facilities 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 and training in the use of our phone system
- ✓ Support from our office team

What can a Administrative 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 day per month, although a higher level of commitment is welcomed.

Physical Demands

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.