

**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 issues 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.
- 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.
- 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.
- Able to use a variety of IT hardware and software.

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

- No formal qualifications are necessary

**How physically capable does this role require me to be?**

This role is usually based on our trains and you may be either sat down or on your feet for relatively long periods of time.