Starter Volunteer Role Template

PERSON SPECIFICATION

Role Title: Events Team Member
Our Department: Events

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

Members of the events department support the Railway in many ways with our varied programmes of small and large events. Some volunteers specialise in just one role, whilst others undertake more than one. The roles include:-

- 1 Father Christmas
- 2 Santa's Elf
- 3. Setting up and dismantling the facilities needed for events
- 4 Bar Staff
- 5 Vehicle and people marshalls for events
- 6 Running children's activities
- 7. Giving out prizes and free gifts.

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?

- 1 Flexible
- 2 Able to work as a member of a team
- 3 Personable
- 4 Active

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

- 1 Experience with any of the 7 roles described above is desirable but not essential.

How physically capable does this role require me to be?

You should be comfortable with the physical demands outlined in the role description, as these form an integral part of this role.