

PUFFING BILLY RAILWAY

Volunteer Role Description

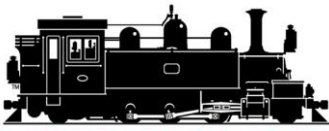
About the Puffing Billy Railway Volunteering Experience

Puffing Billy Railway offers a unique volunteering experience at this award winning tourist attraction. Each of our volunteer roles contribute directly to the smooth and safe running of the Railway with the passengers and visitors our number one focus.

Before deciding if Volunteering at Puffing Billy Railway is the correct fit for you, please consider that this is a fully operational railway with significant safety considerations.

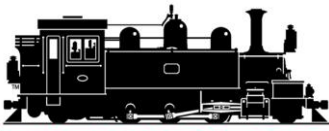
Our Volunteer Information Evenings and the PBR Pathways Program provides a prospective volunteer with the opportunity to learn about the roles we have available and if the Railway suits their interests, capabilities and time. Training provided ensures the new volunteer sets off on the right foot to ensure their volunteering journey is informed and enjoyable.

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| ROLE TITLE | CONDUCTOR |
| BRANCH | Train and Passenger Services Branch |
| LOCATION | Entire Railway |
| WHO THE ROLE REPORTS TO | Train and Passenger Operations Manager Head Conductor Station Master |
| COMMITMENT | 1 day per fortnight – 8 hours per day |
| ROLE PURPOSE | To act as Safety ambassadors for the Puffing Billy Railway, to ensure the safety of our passengers and visitors is paramount. To assist with the passenger operations of the Puffing Billy Railway. To provide assistance and engage with our visitors and passengers to enhance their experience. |
| WHO ARE WE LOOKING FOR? | We are looking for volunteers who are: <ul style="list-style-type: none">• Willing to travel on the train with our passengers to ensure they have a safe and enjoyable experience• Friendly, tolerant and enjoy dealing with the public• Possess the ability to talk to visitors from different backgrounds, cultures and of all ages• Enjoy being part of activities that are autonomous and team based• Reliable and punctual• Interested in the local area |



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| <p>KEY DUTIES & RESPONSIBILITIES</p> | <ul style="list-style-type: none"> • Prepare train and carriages for travel • Greet and farewell visitors and passengers • Assist passengers with their travel needs, including passengers with disabilities • Checking the tickets of our passengers and helping them to find a seat on the train • Assist our passengers with ticket sales whilst on the train if required • Ability to work at times unsupervised in a fast paced, busy and challenging environment • Making public address announcements if required • Assist the Driver and work with the train crew as required • Act as a representative of Puffing Billy Railway and promote activities such as special events • Create and participate in photo opportunities for visitors as requested • Have an understanding of OH&S regulations and take instructions as required |
| <p>PHYSICAL REQUIREMENTS</p> | <ul style="list-style-type: none"> • Willingness to work in all weather conditions • Ability to be on your feet for most of the shift • Standing on a constantly moving surface for long periods • Walking on uneven surfaces |
| <p>BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY</p> | <ul style="list-style-type: none"> • Being part of an award-winning tourist attraction and volunteer team • Volunteer recognition activities • Discounts on products and events • Free parking • Regular news updates and social events • Opportunity for other volunteer roles subject to interest, availability and suitability |
| <p>UNIFORM REQUIREMENTS</p> | <p>Volunteer is to provide:</p> <ul style="list-style-type: none"> • Light blue shirt • Navy pants • Black tie • Navy jacket • Black socks and black leather closed toe shoes <p>Puffing Billy Railway will provide:</p> <ul style="list-style-type: none"> • Conductor Hat • Hat Band • Name Badge • Whistle |
| <p>TRAINING</p> | <p>Puffing Billy Railway will provide on-the-job training with a structured minimum 15 week training program.</p> |



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| COMPLIANCE REQUIREMENTS | <ul style="list-style-type: none">• Clear and current Working With Children Check• PBR will conduct a National Police Check for our new volunteers• 100 points of Identification• All new volunteers will complete a Category 3 medical which PBR will facilitate• 2 Character References |
| SELECTION PROCESS | Our Volunteer Services Team will assess the new application based on the railway's requirements and the suitability of the candidate to the role. Puffing Billy Railway reserves the right to refuse any application. |

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| <p>Volunteers are required to:</p> <ul style="list-style-type: none">• Behave in ways that are consistent with the Code of Conduct issued during the onboarding process• Agree to work in a manner that is safe for themselves, other volunteers and paid staff• Divulge any pre-existing medical conditions, injury or illness or changes to their health• Agree to undertake duties and the minimum service requirements as specified in this Volunteer Role Description |
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Puffing Billy Railway is an Equal Opportunity Employer of Staff and Volunteers and prohibits discrimination and harassment of any kind. PBR is committed to the principle of equal engagement opportunity for all employees and volunteers.

Puffing Billy Railway is also committed to promoting and protecting at all times the best interests of children and young people involved in its programs as visitors or passengers. PBR supports and respects all children, young people, staff and volunteers. We are committed to the continual development of inclusive practises.