



Volunteer Role Description – Entry Level

About the Puffing Billy Railway Volunteering Experience

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

ROLE TITLE	EDUCATION GUIDE
BRANCH	VISITOR EXPERIENCE
LOCATION	Lakeside Visitor Centre/ Belgrave Station as rostered
WHO THE ROLE REPORTS TO	Education Department - take directions from Education Officers
MINIMUM COMMITMENT	1 shift per month (weekdays only, during school terms)
ROLE PURPOSE	<p>Supporting the Education Officers with guided school groups.</p> <ul style="list-style-type: none"> Enhancing the teacher and student experience, answering student questions, assisting in education workshops, ensuring student groups are kept well informed and are in the right place at the right time. <p>Following safety, security, and railway-specific procedures, you will put our students needs at the heart of everything you do. You will meet, greet & interact with students when they are at the railway, ensuring they are safe and enjoy a pleasant experience</p>
WHO ARE WE LOOKING FOR?	<p>We are looking for volunteers who are:</p> <ul style="list-style-type: none"> Friendly, patient and kind. Enjoy interacting with school students in a professional manner Follow directions, processes, and procedures. Committed and dedicated. Team player. Reliable and punctual. Student, team, and safety focussed. Flexible and can adapt to changing priorities and situations.
KEY DUTIES	<p>With directions from the Education Officers:</p> <ul style="list-style-type: none"> Meet and Greet student groups Provide boarding and travelling information, confirm carriage allocations Supervise toileting procedure of visiting school groups as required. Assist in the boarding process Actively engage with teachers, parents and students ensuring they have a positive, fun and enjoyable visit Assist with disembarking process Assist with the rotation of student groups at the Lakeside Visitor Centre (workshop, lunch, nature play) Assist with Education Officer-led, student workshops Adhere to all company values, principles and procedures including: <ul style="list-style-type: none"> Child Safety procedures, processes and policies OH&S requirements

	<ul style="list-style-type: none"> ○ Code of Conduct
PHYSICAL CONDITIONS	<ul style="list-style-type: none"> ● Move freely with unimpeded movement ● Willingness to work in all weather conditions ● Walking/Standing for at least 1.5-2hours
BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY	<ul style="list-style-type: none"> ● Being part of the volunteer team of an award-winning heritage railway tourist attraction ● Volunteer recognition activities ● Discounts on products, food and events ● Free tea, coffee and hot chocolate when volunteering ● Free parking ● Regular news updates and social events ● Opportunity for other volunteer roles subject to interest, availability and suitability
UNIFORM REQUIREMENTS	<p>Closed toed shoes -sneakers/boots Black or Navy Pants Black or Navy Shirt/Top/Vest/Jumper Rain Jacket PBR will provide a name badge</p>
TRAINING	Puffing Billy Railway will provide on the job training and a comprehensive induction program
LEADERSHIP	Informal
ON SITE WITH POSSIBLE ACCESS TO CHILDREN?	Yes
COMPLIANCE REQUIREMENTS	<ul style="list-style-type: none"> ● Satisfactory and current Working with Children Check ● A satisfactory National Police Check that Puffing Billy Railway will arrange periodically as per policy ● Category 3 rail safety health assessment which PBR will facilitate and provide at no cost ● Two Character References ● Conflict of Interest Declaration ● Volunteer Agreement ● Participate in reaccreditation programs ● Hold a PBR crew card when on duty
SELECTION PROCESS	Our Volunteer Services Team will assess the new application based on the organisation's requirements and the suitability of the candidate to the role. Puffing Billy Railway reserves the right to refuse any application.



Volunteers are required to:

- 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.

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 committed, always to promoting and protecting 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.

Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.



Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!