

Volunteer Role Description – Entry Level

About the Puffing Billy Railway Volunteering Experience

Puffing Billy Railway offers a unique volunteering experience at its 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. Review all our various entry level roles to find the one that suits your interests, capabilities and time. Training is provided ensure each new volunteers volunteering journey is informed and enjoyable.

ROLE TITLE	EVENTS TEAM MEMBER
BRANCH	VISITOR EXPERIENCE
LOCATION	Locations where the Events are held across the rail corridor
WHO THE ROLE REPORTS TO	Group Manager Visitor Experience, Events Manager or delegate
MINIMUM COMMITMENT	As per Event schedule calendar
ROLE PURPOSE	To assist in the smooth running of our events such as The Great Train Race and the Day Out with Thomas as well as many more.
WHO ARE WE LOOKING FOR?	<p>We are looking for volunteers who are:</p> <ul style="list-style-type: none"> • Friendly and enjoy talking to the public • Who love organising and chipping in • Who have a sense of fun • Who are keen to work hard and happy for the day • Enjoy being part of activities that are team based • Reliable and punctual • Attention to detail
KEY DUTIES	<ul style="list-style-type: none"> • Assist with the safe and efficient operation of the Puffing Billy Railway events • Assist the visitors and passengers as required • Assist with the set up and pack down of events as required and directed • Act as a representative of Puffing Billy Railway • Create and participate in photo opportunities for visitors as requested. • Special focus to meet, greet & observe children when they arrive at the railway, ensuring they are safe and enjoy a pleasant experience • Provide an explanation of Child Safe Practices at PBR • Supervise toileting procedure of visiting school groups • Observe other PBR workers interacting with children. • Assist with Child Safety risk analysis



PHYSICAL REQUIREMENTS	<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 uneven surfaces for long periods
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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	As event requirements. Information will be given prior to the event in briefing sessions as scheduled.
TRAINING	Puffing Billy Railway will provide on the job training with our Events team.
LEADERSHIP	No
ON SITE WITH POSSIBLE ACCESS TO CHILDREN?	Yes
COMPLIANCE REQUIREMENTS	<ul style="list-style-type: none"> • Current Working with Children Check • A satisfactory National Police Check that Puffing Billy Railway will arrange • Category 3 rail safety health assessment which PBR will facilitate and provide at no cost • Two Character References • Hold a PBR crew card when on duty • Conflict of Interest Declaration
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.

<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. 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 and adhere to our Child Safe 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!