



## 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.

<b>ROLE TITLE</b>	<b>PASSENGER GUIDE</b>
<b>BRANCH</b>	<b>VISITOR EXPERIENCE</b>
<b>LOCATION</b>	Puffing Billy Railway Stations as rostered
<b>WHO THE ROLE REPORTS TO</b>	Station Master – take directions from Visitor Experience Officers
<b>MINIMUM COMMITMENT</b>	2 Shifts per month including weekends
<b>ROLE PURPOSE</b>	<p>Enhancing visitor experience, provide assistance and support to the Passenger Operations team. Greeting customers from all over the world, you'll assist and guide them through every step of their journey through the Railway.</p> <p>You'll ensure customers are kept well-informed and are in the right place at the right time. Following safety, security and railway-specific procedures, you'll put our customers' needs at the heart of everything you do.</p> <p>You'll have a special focus to meet, greet &amp; observe children when they are at the railway, ensuring they are safe and enjoy a pleasant experience</p>
<b>WHO ARE WE LOOKING FOR?</b>	<p>We are looking for volunteers who are:</p> <ul style="list-style-type: none"> <li>• Engaging with public, in a professional and friendly manner.</li> <li>• Follow directions, processes, and procedures.</li> <li>• Committed and dedicated.</li> <li>• Team player.</li> <li>• Reliable and punctual.</li> <li>• Second language is an advantage.</li> <li>• Customer, team, and safety focussed.</li> <li>• Flexible and are able to adapt to changing priorities and situations.</li> <li>• Interested in the local area.</li> </ul>
<b>KEY DUTIES</b>	<ul style="list-style-type: none"> <li>• Act as a representative of Puffing Billy Railway</li> <li>• Adhere to all company values, principles and procedures including: <ul style="list-style-type: none"> <li>○ OH&amp;S requirements</li> <li>○ Rail Safety Management System requirements</li> <li>○ Passenger Operations procedures</li> <li>○ Code of Conduct</li> </ul> </li> <li>• Adhere to and follow all Child Safe Practices, policies and procedures.</li> <li>• Liaison with Booking Clerks and Station Master.</li> <li>• Be familiar and use booking manifest.</li> <li>• Greet Passengers, provide boarding and travelling information, confirm carriage allocation and assist boarding process.</li> <li>• Put passengers at ease, answer queries, give directions, assist with crowd control &amp; monitor platform access.</li> <li>• Actively engage with visitors ensuring they have a positive, fun, and enjoyable visit.</li> </ul>



<b>PHYSICAL CONDITIONS</b>	<ul style="list-style-type: none"> <li>• Move freely with unimpeded movement</li> <li>• Willingness to work in all weather conditions</li> <li>• Standing for long periods of time</li> <li>• Constant exposure to outdoor duties</li> </ul>
<b>BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY</b>	<ul style="list-style-type: none"> <li>• Being part of the volunteer team of an award-winning heritage railway tourist attraction</li> <li>• Volunteer recognition activities</li> <li>• Discounts on products, food, and events</li> <li>• Free tea, coffee, and hot chocolate when volunteering</li> <li>• Free parking</li> <li>• Regular news updates and social events</li> <li>• Opportunity for other volunteer roles subject to interest, availability, and suitability</li> </ul>
<b>UNIFORM REQUIREMENTS</b>	<p>Black Shoes/Safety Boots, Black or Navy Pants, Light Blue Shirt, Black Tie, Dark Jumper/Jacket and PBR Hat. PBR will provide a name badge, hat band and keys when required.</p>
<b>TRAINING</b>	<p>Puffing Billy Railway will provide on the job training and a comprehensive induction program</p>
<b>LEADERSHIP</b>	<p>Informal</p>
<b>ON SITE WITH POSSIBLE ACCESS TO CHILDREN?</b>	<p>Yes</p>
<b>COMPLIANCE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Satisfactory and current Working with Children Check</li> <li>• A satisfactory National Police Check that Puffing Billy Railway will arrange periodically as per policy</li> <li>• Category 3 rail safety health assessment which PBR will facilitate and provide at no cost</li> <li>• Two Character References</li> <li>• Conflict of Interest Declaration</li> <li>• Participate in reaccreditation programs</li> <li>• Hold a PBR crew card when on duty</li> </ul>
<b>SELECTION PROCESS</b>	<p>Our People and Culture 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:**

- Behave in ways that are consistent with the Code of Conduct issued during the onboarding process.
- Understand PBR is a ZERO DRUG AND ALCOHOL workplace – workplace participants may be subject to unannounced drug and alcohol testing.
- 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.
- Log volunteer hours by the system provided

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!**