

## Volunteer Role Description

### 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>PASSENGER OPERATIONS</b>
<b>LOCATION</b>	Puffing Billy Railway Stations as rostered
<b>WHO THE ROLE REPORTS TO</b>	Customer Liaison Officers
<b>MINIMUM COMMITMENT</b>	2 Shifts per month
<b>ROLE PURPOSE</b>	<p>As the face of Puffing Billy Railway, you'll be the sunny start to all sorts of journeys for all kinds of people. Greeting customers from all over the world, you'll assist and guide them through every step of their journey through the Railway. 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 arrive at the railway, ensuring they are safe and enjoy a pleasant experience</p>
<b>SKILLS &amp; QUALITIES</b>	<p>We are looking for volunteers who are:</p> <ul style="list-style-type: none"> <li>• Friendly and enjoy talking to the public</li> <li>• Love organising and 'chipping in'</li> <li>• Have a sense of fun but not afraid of hard work</li> <li>• Enjoy being part of activities that are team based</li> <li>• Reliable and punctual</li> <li>• Second language is an advantage</li> <li>• Customer, team and safety focus</li> <li>• A respectful, friendly and supportive approach</li> <li>• Reliability, punctuality and organisational skills</li> <li>• Flexibility and the ability to adapt to changing priorities and situations</li> </ul>
<b>KEY DUTIES</b>	<ul style="list-style-type: none"> <li>• Act as a representative of Puffing Billy Railway</li> <li>• Provide an explanation of Child Safe Practices at PBR</li> <li>• Supervise toileting procedure of visiting school groups</li> <li>• Observe other PBR workers interacting with children.</li> <li>• Assist with Child Safety risk analysis</li> <li>• Liaison with Booking Clerks and Station Master</li> <li>• Greet Passengers</li> <li>• Help passengers with their train journey and travel information as required.</li> <li>• Put passengers at ease, answer queries, give directions, assist with crowd control</li> <li>• Actively engage with visitors ensuring they have a positive, fun and enjoyable visit</li> <li>• Adhere to all company values</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>• Ability to be on your feet for most of the shift</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>	Black Shoes/Boots, Black or Navy Pants, White Shirt, Black Tie, Dark Jumper/Jacket, PBR Hat, Name Tag, High Vis vest with Child Safe Logo when meeting and greeting planned groups of visiting children
<b>TRAINING</b>	Puffing Billy Railway will provide on the job training and a comprehensive induction program
<b>LEADERSHIP</b>	Informal
<b>ON SITE WITH POSSIBLE ACCESS TO CHILDREN?</b>	Yes
<b>COMPLIANCE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Current Working with Children Check</li> <li>• A satisfactory National Police Check that Puffing Billy Railway will arrange</li> <li>• Category 3 rail safety health assessment which PBR will facilitate and provide at no cost</li> <li>• Two Character References</li> <li>• Hold a PBR crew card when on duty</li> <li>• Conflict of Interest Declaration</li> </ul>

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!**