

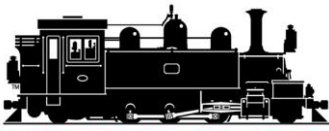
Volunteer Role Description – Entry Level

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.

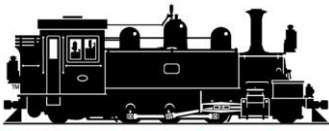
Before deciding if Volunteering at Puffing Billy Railway is the correct fit for you, please consider that this is a fully operational railway with significant safety considerations. Review all our various entry level roles to find the one that suits your interests, capabilities and time. Training is provided ensure each new volunteers volunteering journey is informed and enjoyable.

ROLE TITLE	CONDUCTOR
BRANCH	Train and Passenger Services Branch
LOCATION	Locations where the Events are held across the Railway
WHO THE ROLE REPORTS TO	Train and Passenger Operations Manager Head Conductor Station Master
COMMITMENT	1 day per fortnight – minimum 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 • Possess the ability to talk to visitors from different backgrounds, cultures and of all ages • 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 • Interest in the local area



PUFFING BILLY RAILWAY

<p>KEY DUTIES</p>	<ul style="list-style-type: none"> • Act as a representative of Puffing Billy Railway • 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 when 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 • 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"> • Keys and Ticket Punch • 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>



PUFFING BILLY RAILWAY

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	<p>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>

<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

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!