

<b>Volunteer Role Profile</b>	
<b>Role Title:</b>	Guard
<b>Department:</b>	Operations
<b>Departmental Overview:</b>	The operations department is responsible for providing locomotives, carriages and people to run trains in a way that is effective, efficient and, above all, safe.
<b>Reports to:</b>	Operations Management Team
<b>Location:</b>	Aviemore / Boat of Garten
<b>Purpose of the role:</b>	Guards are responsible for the safety of trains, and the staff & passengers aboard
<b>What you'll be doing:</b>	<p>Following completion of training, you'll typically be starting around 8am to carry out safety inspections on the day's carriages. You may be required to assist with coupling additional carriages onto the train if the day is expected to be busy.</p> <p>You will be responsible for the safe operation of the train, including taking responsibility for the safety of any staff &amp; passengers on board. You are responsible for ensuring safe and timely dispatch from stations, interacting with passengers, and liaising with other on-board staff. In the event of disruption, you take an active role in managing the situation in accordance with the rulebook and standard operating procedures.</p> <p>While on duty, you report to the Responsible Officer (equivalent to a duty manager), who is available to provide advice and assist in the event of an emergency.</p> <p>A typical day lasts 9-9.5 hours, with normal finishing times around 5pm.</p> <p>You may wish to volunteer to work the Royal Scotsman when it visits the railway, which usually occurs around twice a week during the operating season. These are much shorter shifts (often only around 2-3 hours), with varied start and finish times. Some shifts last all day, with a long break in the middle of the day.</p>
<b>What skills you will need for the role:</b>	<p>We actively recruit and train guards – you don't require any previous experience, but if you do have operational experience from another railway, this will count in your favour and probably reduce the time it takes to progress through training.</p> <p>Every day is different, so you need to be able to respond quickly, decisively, calmly but above all, safely, in changing situations.</p> <p>As guard, you will be working closely with the locomotive crews, and other on-board staff, so you need to be able to work with others, as well as alone.</p> <p>As the person in charge of the train, you are in charge of the safety of passengers and crew, and are responsible for providing information to passengers as and when required, for example if there is a delay. As such, you will need to be able to treat members of the public courteously and with respect, as you will be representing the railway.</p>
<b>What you'll get from the role:</b>	You will be part of the "railway family" with all the reward, banter and friendship that comes with it. You'll also regularly get to see all the happy faces of passengers after experiencing the railway, which is a reward in its own right.
<b>The Training we'll provide:</b>	The training course involves theoretical (classroom) training, which culminates in a rules exam (generally written, although other options are available). You will then carry out practical training, where you are mentored by a qualified guard who will show you the ropes. Once you are deemed ready, you will undertake a practical assessment, which is an observation during a full day's shift, after which you will (hopefully) be qualified as a guard.
<b>Time commitment:</b>	The minimum commitment required is one shift every 6 months – but many guards do around 4 turns per month, and many do more! Your availability is what matters most, and you will only be rostered for a shift on days when you say you are available. It usually takes around 6 months to a year to qualify, assuming no prior experience.
<b>Other requirements:</b>	You are required to have a reasonable degree of fitness – you'll need to be able to walk all day, and climb up and down steep ladders from the carriages to the lineside. You will also be required to carry out a medical assessment, part of which requires good colour vision and good eyesight (with corrective lenses if needed).
<b>Volunteer Role Profile</b>	
<b>Role Title:</b>	Travelling Ticket Inspector
<b>Department:</b>	Operations

<b>Departmental Overview:</b>	The operations department is responsible for providing locomotives, carriages and people to run trains in a way that is effective, efficient and, above all, safe.
<b>Reports to:</b>	Operations Management Team (hierarchical) / Guard (day-to-day)
<b>Location:</b>	Aviemore
<b>Purpose of the role:</b>	Travelling Ticket Inspectors are responsible for checking tickets on board trains
<b>What you'll be doing:</b>	Starting your day at around 9:30, you will be working alongside the train guard in a customer facing role. Your primary task is to check passengers' tickets, engage with them, answer queries, and provide information as and when required. You may also be called upon to carry out basic cleaning duties or assist less-able passengers.
<b>What skills you will need for the role:</b>	No previous experience is required; however, experience in dealing with the general public is helpful.
<b>What you'll get from the role:</b>	You will be part of the "railway family" with all the reward, banter and friendship that comes with it. You'll also regularly get to see all the happy faces of passengers after experiencing the railway, which is a reward in its own right.
<b>The Training we'll provide:</b>	As a TTI is a non-safety critical role, no training is provided or necessary; however, the train guard or guard's inspectors are always on-hand to provide guidance and assistance where required. The only course you will be asked to take is a half-hour e-learning course which can be done in your own time, or with the assistance of the railway in Aviemore.
<b>Time commitment:</b>	There is no minimum commitment to work as a TTI – shifts will be allocated based on your availability and preferences, so you can work when you have free time. We do ask that once committed to a shift that you do not abandon the shift without good reason, and inform the roster clerk if you are unable to make a booked shift.
<b>Other requirements:</b>	You will need to have a degree of fitness, to be able to walk up and down the train all day.