

Volunteer Role Profile	
Role Title:	Platform assistant - 'Porter'
Department:	Stations
Departmental Overview:	The Stations Department at our heritage railway serves as the welcoming gateway for all passengers, embodying the spirit of hospitality and historical appreciation. As the first point of contact for visitors, our dedicated team assists with boarding, ensuring a smooth and efficient transition onto our charming trains. We are committed to providing exceptional customer service, handling bookings and inquiries, facilitating ticket purchases, and managing seat allocations with care. Our staff takes pride in sharing their extensive knowledge of the railway's rich history, enhancing the experience for all who visit. Additionally, we uphold the highest standards of cleanliness and presentation in both the carriages and public areas of the station, ensuring a pleasant environment for our customers. Ultimately, our mission is to guarantee that every passenger enjoys a memorable and joyful experience as they embark on their journey through time on our heritage railway.
Reports to:	Maureen Cuthbertson – Stations Manager
Location:	Aviemore Station
Purpose of the role:	To support our Heritage Railway services at our Aviemore station, ensuring our passengers have a great experience.
What you'll be doing:	<p>Below are some of the typical tasks a platform assistant might carry out. Whilst these are all essential tasks, to ensure the standard of our services and facilities; as a volunteer, you will be given flexibility to select the tasks that best align with your interests and skills:</p> <ul style="list-style-type: none"> • Put out sign boards around station • Check toilets have paper and hand towels, replenish as required • Display vintage luggage on trolley • Empty full bins and insert new bags • Take wheelie bins out to entrance on bin day • Bring wheelie bins back to platform once emptied • Pick up any litter in the station • Clean bathrooms • Place group booking reserved signs on tables in the carriage • Direct groups from the entrance to their reserved tables • Assist passengers with boarding, direct them to their carriage • Talk to passengers about the loco and its history • Give group booking passengers a talk on the railways history • Act as an on board tour guide for groups, chatting and pointing out sights of interest along the route • Bag up rubbish in carriages in between services • Wipe tables clean in carriages in between services • Sweep floors in carriages in between services • Mop up any spillages in carriages in between services • Clean windows inside carriages in between services • Clean windows externally on carriages • Clean and tidy porters room • Clean and tidy waiting room • Sweep platform • Chat to passengers about the railway • Greet passengers at the door, check booking confirmations and hand out tickets
What skills you will need for the role:	No previous experience required. No upper age restrictions, we have several members of our team in their retirement years. You will need to be friendly and approachable, willing to muck in and work as part of a team.
What you'll get from the role:	You will play an essential role in ensuring that our services run to schedule and that our passengers are satisfied with their experience. First impressions are everything! You

	will get to spend time on board the heritage carriages, and in our heritage station. If historic railway is of interest to you, this will be a nostalgic experience, working in the 1950's, some of our volunteers like to wear Heritage railway uniforms, whilst not compulsory, this is very much welcomed. Volunteers can travel free of charge on our standard services.
The Training we'll provide:	No formal training given. You will shadow a more experienced team member until you are confident in working independently.
Time commitment:	Whether you are available to a routine schedule of dates, for a few hours on odd days or on an ad hoc basis, we are grateful for any time you are able to give!
Other requirements:	This is an active role and will require a reasonable level of fitness. As an active and busy station, with limited levels of staffing, volunteers in this role will need to have the ability to work independently. If additional support is required, you would need to bring a personal assistant to accompany you on shifts.
Volunteer Role Profile	
Role Title:	Ticket office assistant
Department:	Stations
Departmental Overview:	The Stations Department at our heritage railway serves as the welcoming gateway for all passengers, embodying the spirit of hospitality and historical appreciation. As the first point of contact for visitors, our dedicated team assists with boarding, ensuring a smooth and efficient transition onto our charming trains. We are committed to providing exceptional customer service, handling bookings and inquiries, facilitating ticket purchases, and managing seat allocations with care. Our staff takes pride in sharing their extensive knowledge of the railway's rich history, enhancing the experience for all who visit. Additionally, we uphold the highest standards of cleanliness and presentation in both the carriages and public areas of the station, ensuring a pleasant environment for our customers. Ultimately, our mission is to guarantee that every passenger enjoys a memorable and joyful experience as they embark on their journey through time on our heritage railway.
Reports to:	Maureen Cuthbertson – Stations Manager
Location:	Roles available in Aviemore, Boat of Garten and Broomhill stations
Purpose of the role:	Volunteering in a ticket office or gift shop for a heritage railway plays a vital role in enhancing the visitor experience and supporting the railway's operations. Volunteers provide essential customer service by assisting with ticket purchases and inquiries, generating revenue that funds maintenance and restoration efforts. They share their passion and knowledge of the railway's history, promoting an appreciation for local heritage while fostering community connections among visitors and fellow volunteers. Additionally, by ensuring smooth operations and promoting railway-themed merchandise, volunteers help create lasting memories for guests, encouraging them to return and share their positive experiences with others
What you'll be doing:	Below are a list of typical tasks, a member of our team might carry out when working in the ticket office: <ul style="list-style-type: none"> • Work as part of a small team • Work Independently (once fully trained) • Download and print booked tickets for the days departures • Prepare Edmondson tickets for each booking, highlight any notes and arrange in alphabetical order. • Plan and allocate seats on board for passengers • Sell tickets to walk in passengers using the POS system. Advise passengers on boarding procedures in a friendly and helpful manner • Take advance bookings in person, using a digital booking system • Respond to in person enquiries, in a friendly and helpful manner • Serve customers in the gift shop using the POS system, in a friendly and helpful manner • Take opportunities to up sale upgrades, for our services, to passengers • Unpack and price up stock, merchandise the shop • Keep the shop and foyer clean and tidy

	<ul style="list-style-type: none"> • On rare occasions, Assist platform staff with carriage cleaning, in between services, if they are short staffed • Create attractive displays of stock in the shop • Answer phone calls and pass on messages to the relevant department • Call 'no show' passengers
What skills you will need for the role:	Volunteers in the ticket office or gift shop for a heritage railway should possess customer service skills to create a welcoming atmosphere for visitors. Effective communication is essential for conveying information and engaging with guests, while organisational skills help manage tasks like ticket sales and inventory. Basic math skills are necessary for handling cash transactions. Additionally, teamwork is important for collaborating with staff and fellow volunteers, and problem-solving abilities are valuable for addressing inquiries or issues that may arise.
What you'll get from the role:	Volunteering in this role offers personal fulfilment through the contribution to preserving local history and heritage. Volunteers can develop crucial skills in customer service and communication, which are beneficial for future job opportunities. The role also provides a chance to connect with like-minded individuals, fostering friendships and a sense of community. Additionally, volunteers gain knowledge about the railway's history and operations, enriching their understanding of local culture. The unique environment of a heritage railway makes for an enjoyable experience, allowing volunteers to interact with visitors and contribute positively to their community while creating memorable experiences.
The Training we'll provide:	No previous experience required. You will shadow a more experienced team member, to help you feel confident in your role.
Time commitment:	Ideally you will be able to commit to set dates in advance, for the purpose of scheduling, the ticket office is an essential component of our operations and we have to ensure it is staffed on all of our operational days. Shifts are 9.30am and 3pm on our standard operational days. Visit our website to view our timetable.
Other requirements:	The ticket office can get quite cold, as the doors are open to the platform. Whilst there is heating, if you are particularly effected by the cold, you may find it a difficult environment to work in.