



## Station Staff Job Description

Our Station Staff volunteers fill the role of either Meet & Greet, Platform Porters or Travelling Ticket Inspectors (TTI's). A volunteer new to the Railway will normally start their service in the Station Staff Department as a Meet & Greeter, but can progress onto TTI and Platform Porter depending on experience and competence. Obviously, these positions are very important in that the first impressions of the railway come from initial contact with its staff. If you are numerate, of a calm nature, enjoy meeting and dealing with the public, then this could be a position for you. It is varied and interesting and opportunities are given to work at our stations and on our trains. We expect them to act responsibly and use their initiative where necessary.

Under the direction of the Responsible Officer (RO) at Bodmin General and the Train Guard Station staff are expected too:

- Meet visitors as they arrive and answer their questions about the Railway, telling them where everything is, directing them accordingly and answering questions about the timetable. (It's not expected that you will know everything initially, other staff & volunteers will always be on hand to assist, and if you have a question or are unsure, please ask!)
- Helping the Train Guard with loading/unloading of wheelchairs on request, using the access ramps provided.
- Helping to keep the station clean and tidy.
- Helping passengers board the train, and finding their allocated seats/coach where required.
- Assisting the RO as required in other aspects of running the station.
- Expect working hours between 09.00 and 17.00, with long periods of standing although regular breaks are provided.
- You must stay for the duration of your rostered duty.
- No medical is required, although you will need to be reasonably fit, as the role is mainly platform and train based.
- Clean the coaches of the trains regularly throughout the day to insure we provide our passengers with a clean and welcoming service to travel on.
- Emptying bins around the platform and any other housekeeping duties – the Responsible Office or Commercial team will guide you with this.
- The Company does not provide a uniform, but a dress code operates for those in direct contact with members of the public. It is expected that Station Staff will wear black trousers/skirt, white shirt/blouse, Railway's Volunteer black tie do we have these? (Compulsory with shirt), and black shoes not trainers. Station Staff may find it useful to wear a black pullover with the embroidered BWR logo so that they can be more easily identified as a member of the Railway staff.
- Arrive on time for your rostered duties



### Training:

- You'll have to do a number of training turns in any Station Staff roles, shadowing an experienced volunteer who can help you learn your way. When you feel ready you can be put up for an assessment and having successfully passing this you can carry out the role on your own.
- If you ever wanted further training or experience you can always ask to be rostered with someone else to help gain more experience.
- No medical is required for this, but you would need a fair amount of fitness as you can spend long periods on your feet and walking about assisting other volunteers and passengers.

### Requirements:

- This is a public contact role that would suit volunteers who enjoy meeting people. Smiling and being friendly towards our visitors is a mandatory requirement.

### Ideal skills/previous experience:

- No experience is necessary, and the job may well be ideal for someone who perhaps is unsure what role to take on at the Railway, or who does not want to take on a Role with specific responsibilities.
- Previous experience in public facing/customer service would be favourable, but not necessary. If you're a people person who enjoys meeting and helping others this would be ideal for you.
- We ideally would like our volunteers to also assist in the winter months with behind the scene rolls which need doing while closed.