

Volunteer Role Description

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.

ROLE TITLE	CONDUCTOR
BRANCH	VISITOR EXPERIENCE
LOCATION	Puffing Billy Railway Station as rostered
WHO THE ROLE REPORTS TO	Passenger Operations Manager, takes direction from the Station Master
MINIMUM COMMITMENT	2 shifts per month including weekends
ROLE PURPOSE	To assist with the passenger operations of the Puffing Billy Railway and support the safety of our visitors. To provide excellent customer service and engage with our visitors to enhance their experience.
PREREQUISITES	Qualified Passenger Guide
SKILLS & QUALITIES	<p>We are looking for volunteers who are:</p> <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 interact with visitors of all ages from different backgrounds and cultures. • Engaging with public in a professional and friendly manner. • Customer, team and safety focussed. • Who initiates positive experiences. • Flexible and are able to adapt to changing priorities and situations. • Reliable and punctual. • Interested in the local area.
KEY DUTIES	<ul style="list-style-type: none"> • Act as a representative of Puffing Billy Railway • Adhere to all company values, principles and procedures including: <ul style="list-style-type: none"> ○ OH&S requirements ○ Rail Safety Management System requirements ○ Passenger Operations procedures ○ Code of Conduct • Prepare train and carriages for travel. • Greet, provide safety and supervision instructions to passengers. Farewell and thank visitors and passengers. • Special focus to meet, greet & observe children when they are at the railway, ensuring they are safe and enjoy a pleasant experience. • Provide an explanation of Child Safe Practices at PBR as required. • Supervise toileting procedure of visiting school groups as required. • Observe other PBR workers interacting with children. • Assist with Child Safety risk analysis. • Assist passengers with their travel needs, including passengers with disabilities. • Ability to work at times unsupervised in a fast paced, busy and challenging environment. • Making public address announcements if required. • Create and participate in photo opportunities for visitors as requested.

PHYSICAL CONDITIONS	<ul style="list-style-type: none"> • Move freely with unimpeded movement. • Willingness to work in all weather conditions. • Constant exposure to outdoor activities. • Ability to be on your feet for most of the shift. • Walking on uneven surfaces.
BENEFITS OF VOLUNTEERING AT PUFFING BILLY RAILWAY	<ul style="list-style-type: none"> • Being part of the volunteer team of an award-winning heritage railway tourist attraction • Volunteer recognition activities • Discounts on products, food and events • Free tea, coffee and hot chocolate when volunteering • Free parking • Regular news updates and social events • Opportunity for other volunteer roles subject to interest, availability and suitability
UNIFORM REQUIREMENTS	Light Blue Shirt, Black or Navy Pants, Black Tie, Dark Jumper/Jacket, Black Shoes/Safety Boots and PBR Hat. PBR will provide keys, hat band, name badge and a whistle.
TRAINING	Puffing Billy Railway will provide on the job training and a comprehensive induction program
LEADERSHIP	Informal
ON SITE WITH POSSIBLE ACCESS TO CHILDREN?	Yes
COMPLIANCE REQUIREMENTS	<ul style="list-style-type: none"> • Satisfactory and current Working with Children Check • A satisfactory National Police Check that Puffing Billy Railway will arrange periodically as per policy. • Category 3 rail safety health assessment which PBR will facilitate and provide at no cost. • Conflict of Interest Declaration • Participate in reaccreditation programs. • Hold a PBR crew card when on duty

Volunteers are required to: <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!