



East Somerset Railway

Cranmore Railway Station, Cranmore, Shepton Mallet, Somerset. BA4 4QP

Telephone Number: 01749 880417

E-mail: info@eastsomersetrailway.com

Volunteer Role Profile: Platform Host

Purpose of the Role

The Volunteer Platform Host at a heritage railway provides a welcoming and informative experience for visitors, supporting the smooth operation of platform and station activities. This role involves engaging with guests, assisting with travel arrangements, and maintaining safety and cleanliness standards while promoting the history and heritage of the railway.

Main Responsibilities

- Welcome visitors and provide excellent customer service from the platform.
- Assist passengers with boarding, alighting, and seating arrangements.
- Offer information about the railway's history, facilities, and upcoming events.
- Ensure safety procedures are followed and report any hazards or concerns.
- Help maintain a clean and tidy platform environment.
- Support staff during special events and train services.
- Promote railway activities and encourage visitor engagement.

Skills and Qualities Needed

- Enthusiasm for railway history and heritage.
- Excellent communication and interpersonal skills.
- Friendly, approachable, and patient attitude.
- Ability to work outdoors in various weather conditions.
- Good teamwork skills and reliability.
- Basic knowledge of safety procedures and customer service principles.

Time Commitment

- Flexibility to volunteer during weekends, holidays, and special events.
- Shifts typically range from 2 to 4 hours, with opportunities for additional hours.

Accountability

- Reports to volunteer trustee
- Responsible to Duty Manager whilst operating

Benefits:

- Opportunity to learn about railway history.
- Engaging social experience.
- Contributing to community heritage preservation.
- Volunteer discounts and special access to railway events.

The East Somerset Railway Company Limited

A company registered in England No. 1261079 Registered Charity No. 271589 VAT No. 131566876

Web: www.eastsomersetrailway.com