



Platform Guides: Volunteer Role Profile

Purpose: To give the optimum visitor experience possible in terms of friendliness, information and site attractions.

Main duties & responsibilities (Operational)

- Help to ensure visitor safety at all times and assist with any emergencies that arise. Ensure passengers keep back from the platform edge. Notify the ticket office if first aid or an ambulance is required.
- Steer people to ticket office, whether they have a voucher or not: they need Edmonson tickets (unless booked on Dining Trains).
- Assist the Guard with his duties including unlocking doors, boarding passengers, filling water tanks, cleaning the train and checking train toilets
- Ensure the platform and patio areas are clean and tidy, sweep away dirt, remove rubbish and empty bins when required.
- liaison with the guard when finding seats for late arrivals if the train is crowded
- Assist wheelchair users and families with buggies to board the train, using ramps when necessary.
- Signal to the Guard that train is ready to dispatch (Guard then completes final safety checks). Use of flags and hand signals shall be in accordance with the ESR rule book.
- Open the station buildings – Museum, Waiting Room, WH Smith's hut, Discovery Centre and Signal Box – and switch on lights and displays. For security purposes, monitor each building during the day, where possible. Close up the buildings and switch equipment off at the end of the day.

Main duties & responsibilities (Information & Visitor Experience)

- Be friendly, greet everyone & create a positive first impression
- Help visitors with mobility needs: advise about accessing the platform via the east end ramp or disabled parking at the Smith's kiosk.

- Give practical information: toilet location (and *non*-location – Mendip Vale),
- Advise about the crossing keeper presence
- Explain locations around site (access to DSDC, E Shed, Mini railway etc)
- Guiding towards relevant leaflets (timetable, membership, volunteering etc – in the Ticket Office) and Guidebook availability
- During the Santa season and at other times when it is cold or dark, light the waiting room fire and switch on platform lights.

Optional extras...

- Kids Trail (if and when available – parents need to go get it, though, to avoid leaflet overload at T Office)
- Points of interest on the platform
- Doggie water bowls

Training:

Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- How to complete relevant paperwork
- Successfully complete the Personal Track Safety assessment

What we ask of you:

- Arrive for duty 45 minutes before the first train
- Be of tidy appearance and wear an ESR name badge
- Wear Hi-Vis at all times when trackside
- Adhere to all railway procedures
- Be free of alcohol or narcotics when on duty
- Work well with the team and well as on your own initiative
- Be friendly, positive and confident when meeting people
