



## Travelling Ticket Inspectors: Volunteer Role Profile

**Purpose:** To be a contact and information point for passengers throughout the train journey. Ensure service for passengers is safe with minimal disruption or incident and assist the guard.

### Main duties and responsibilities

- Collect information required for the day's event from the Ticket Office before the first train (seat reservations, group bookings etc).
- Put any reserved seating (or coach) labels up ready for the first train where needed. (Birthday Parties, School Groups or Coach Groups).
- Check tickets to customers in accordance with the ticketing conditions of the East Somerset Railway.
- Give information to existing and potential customers.
- Assist other staff as required.
- Keep your train clean and tidy at all times and leave it clean for the next day.

### 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 paperwork
- Successfully complete the Personal Track Safety assessment

### What we ask of you:

- Be of tidy appearance and wear an ESR name badge
- 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 confident and friendly when meeting people

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