

Volunteer Role Description

Ness Islands Railway Volunteer

Aim or goal of position:

Ness Islands Railway is a charming miniature railway featuring 7¼-inch gauge trains. Guide customers to climb aboard one of our delightful locomotives for a scenic journey spanning over half a mile—an experience sure to enchant both children and adults. After their ride, they can stop by our kiosk to enjoy a selection of cold drinks and tasty snacks to raise vital funds to.



Main responsibilities & suggested activities:

- To provide high standards of customer care to all who visit the railway.
- To sell cold drinks and snacks to customers at the kiosk.
- To collect ticket fares from passengers
- To handle cash and operate the till and card machine
- To follow open / close down procedures for the railway including cashing up
- To follow organisation guidelines to contribute to the smooth operation of the railway
- To look after the safety of the passengers and visitors at the train and at the station
- To help with some maintenance tasks such as landscaping, cleaning, etc.

Skills / attributes and/or qualification(s) required:

- Requires PVG criteria police check - Disclosure Scotland
- Mandatory Training – Moving and Handling and Fire Awareness
- A commitment to delivering excellent customer care is essential
- A friendly and outgoing personality is essential
- Confidence in dealing with money is essential – volunteers are expected to be able to carry out all functions in the railway (as outlined in the responsibilities above)
- Good problem-solving skills would be helpful
- Willing to learn how to operate and do the maintenance of the engines and railway tracks would be desirable but not essential
- Some mechanical or engineering skills would be desirable but not essential

- Opportunity to work as part of a great team
- Gain confidence and friendship
- Satisfaction that you are contributing to Highland Hospice fundraising
- Opportunity to of learning how to maintain (service) and drive a 7 ¼ inches engine if interested

- Weekly or fortnightly based on seasonal period.
- The Railway opens for about 7 months per year.
- During the term Saturday – Sunday 11:00-16:00
- During the school holidays Monday – Sunday 11:00-16:00

Full day shift	10:30-16:30
Half day shifts: Mornings	10:30-13:30
Afternoons	13:30-16:30

