### Volunteer Role Description

<table>
<thead>
<tr>
<th>Volunteer Role:</th>
<th>Railway Volunteer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Commercial</td>
</tr>
<tr>
<td>Location:</td>
<td>Whipsnade Zoo</td>
</tr>
<tr>
<td>ZSL Contact/Supervisor:</td>
<td>On the day: Station Master and other Railway Staff General support: Volunteer Management Team</td>
</tr>
</tbody>
</table>

#### Purpose of role/project:

To join the Great Whipsnade Railway team bringing to life this magical railway experience. Volunteers will support railway staff to ensure the safe and efficient running of the railway platform, and enhancing the visitor experience by managing queues and answering questions.

#### Commitment of role:

This role only takes place during times when the train is running*. The train runs daily during peak times, such as Easter to September and school holidays. During quieter times it will only run at weekends, and it does not run at all between November and mid-February.

We are looking for a regular commitment of one day per week during peak times and one day per month in quieter times. This does not necessarily need to be a fixed day each week as we can be flexible. We will need volunteers to be on-site between 11.30am and 4/5pm depending on the time of year.

NB On days when the train cannot run due to adverse weather conditions volunteers will have the option to go home or to spend time out in the Zoo enjoying our wonderful animals instead!

*Outside of these times, volunteers will have the option to join our Visitor Welcome Volunteer team. More information about this role will be given at the selection workshop.

#### Main tasks volunteer will be asked to undertake:

Railway Volunteers will be integrated into the team who manage the railway platform and duties may include some of the following activities:

- Welcoming visitors to the railway and supporting them to enjoy their journey
- Directing passengers to the buggy parking areas/queueing areas as required
- Liaising with retail staff in the Station Store and ensuring all passengers have purchased their tokens to ride on the train
- Assisting with on-boarding the train including observing seating of passengers and helping to fill up empty seats
- Assisting with accessibility requests, including ramp for wheelchair users
- Communicating with platform staff as necessary
- Helping to close the carriage doors before the train departs
- Enhancing the visitor’s experience by answering questions and talking to visitors about our amazing steam railway
- Supporting visitors to know where to go next on their visit and how to get there

**NB** There is no direct contact with animals in this role

### Anticipated qualities, skills and experience that the volunteer will bring:
- A willingness to learn and follow instructions.
- Good communication skills and the initiative to check if unsure of what needs to be done.
- Comfortable to be outside in all weathers.
- Good customer service skills and able to use tact, diplomacy and behave professionally towards all visitors, staff and volunteers.
- Ability to concentrate and be alert at all times, especially when the train comes into the station where there are likely to be lots of visitors and children.
- Interest and enthusiasm for volunteering on a fully working heritage railway.
- Reliability, commitment and regular attendance.
- Ability to demonstrate ZSL’s values – inspiring, innovative, impactful, collaborative, ethical and inclusive.

**NB** Volunteers must be aged over 18 years.

### Skills and experience volunteer will gain:
- An opportunity to be involved in an international conservation charity.
- An opportunity to volunteer on a fully working heritage steam railway and to learn more about it.
- An understanding of the considerations required to ensure the railway runs smoothly and safely in a busy Zoo environment.
- A chance to learn new skills, whilst volunteering alongside an experienced team of professional railway staff.
- A chance to volunteer in a beautiful natural environment, alongside our amazing animals.

### Relevant training may include:
- Induction training session.
- Health and Safety / Safeguarding training.
- Specific training in how the railway runs at the Zoo and all the duties appropriate to the role.
- Radio use.
- Ongoing regular training and briefings appropriate to the role.
- Option to attend regular Zoo management/ZSL updates.

### Support and resources provided:
- Centralised ZSL Volunteer Management Team.
- Named ZSL contact/supervisor.
- ZSL fleece and polo shirt; ZSL outdoor coats are available to use.
- Volunteer ID pass.
- Regular Staff and Volunteer e-newsletter.
- Access to the Signal Box with kitchen facilities.
- Discounts at catering outlets around site.
- Discounts in ZSL shop and on ZSL experiences.
- Travel expenses will be reimbursed up to £15 a day.

### Workplace Conditions:
- Much of the day will be spent outside in all-weather conditions.
- Volunteers may be exposed to dirt, personal risk, noise and pollution (e.g. dust).