

Volunteer Role Profile: Guard/Signalman



Role summary: More than anyone else, you'll be the face of the Bala Lake Railway to our thousands of visitors (large, small and canine) every year, so a friendly personality is essential! You'll be responsible for the safety of the train in your charge and all aboard it, and will also be the main dispenser of tickets to passengers, requiring a significant amount of cash handling. Full training to suit your availability and at your pace provided.

What's involved?:

- Ensuring the safety of our passenger trains, a responsible task.
- Working an approximately 9 hour day from cleaning the carriages' for the day's service through to final cashing up in the evening.
- Our passengers spend most of their visit aboard our carriages so their cleanliness is paramount to passengers' enjoyment and our success. You'll start each day sweeping and mopping out the train, and cleaning the seats and windows.
- Selling passengers' their tickets. This will involve cash handling and card machine operation. A large party can be a fun task to find a fare for! Cashing up via a simple form is your final job of the day.
- Working our historic 1896 signal box to run the engine around the train at Llanuwchllyn.
- Operating within the railway's rule book, ensuring our trains are operated for your safety, other staffs' safety and the public's safety.
- Being able to deal with the various snags and challenges that can be faced 'out on the road' and using your initiative to resolve situations.

This role will suit you if you:

- Are happy to spend a busy day almost entirely in a customer-facing role, requiring a polite, helpful and cheery disposition – even in the face of adversity!
- Are prepared to work a challenging and intensive day's work, in the glorious Welsh weather.
- Are aged 18 or over.
- Aren't afraid to get your hands dirty!
- Happy to share your enthusiasm with visitors on our friendly railway.
- Can spare a minimum of 5 days per year for the BLR.

By getting involved you could:

- Become a part of the small and friendly BLR team.
- Share your enthusiasm for our railway with visitors from all over the world, giving them a day to remember.
- Have the privilege of enjoying the spectacular views of North Wales and Llyn Tegid the railway uniquely affords.
- Potentially take on other roles on the railway, such as maintenance or loco crew.

If you are interested in getting involved and are keen to find out more, and perhaps arrange a visit where you can get a taste of Bala Lake Railway volunteering, drop us a line at:

enquiries@bala-lake-railway.co.uk

Or give us a ring on:

01678 540666