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**Railway Platform Assistant**

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| **Job grade** | **Level 1** | **Reports to** | **Railway Station Master** |
| **Directorate** | **Visitor Services** | **Function** | **Railway** |
| **Contract** | **Fixed Term** | **Location** | **Whipsnade** |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **N/A** |
| **Financial resources** | **N/A** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The role of a Railway Platform Assistant is to support requirements to ensure the safe and efficient running of the Railway Platform. You will be assisting passengers on and off the train, providing effective communication to maximise visitor experience.

The post holder will work closely with the volunteer team who assist with the queue management and will be under the directive of Station Staff.

**Key responsibilities**

**Station & Carriage Preparation**

* Sweeping and cleaning duties
* Carriage checks between train service – clean as required before boarding.

**Platform Duties**

* To work with Volunteer team
* Collection of Tokens from Passengers, ensuring correct tokens have been issued
* Observe seating of passengers, including counting empty seats
* Assisting with disabled passengers, including ramp for wheel chair users
* Liaising with Retail Staff in Station Store
* Safety checks for all carriage doors before departure - signalling train off from Station
* Dealing with emergencies such as lost children

**Gate Duties**

* To be ready to open gates for incoming trains
* Signalling Train Driver
* Ensure safe practice at all times

The duties and responsibilities described are not a comprehensive list and additional tasks

may be assigned from time to time that are in line with the level of the role.

**Person Specification**

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| Experience |

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| Essential | * Have great customer service and communication skills as there will be a need to engage and interact with visitors, including Railway passengers. * Be able to demonstrate initiative and a pro-active approach to running the platform and taking responsibility for day to day problems. |
| Desirable | * Previous experience within Railway Heritage |

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| Knowledge and skills |

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| Essential | * Experience working with Children and public. * Ability to welcome passengers and create a fun experience. * Ability to deal with emergencies |
| Desirable | * Experience within leisure industry. |

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| Additional requirements |

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| Essential | * This post requires evenings/ weekend and Bank Holiday working as required. * Platform working may sometimes include adverse weather conditions. * There is a need to be alert at all times, but a particularly high level of concentration is required when the train comes into the station e.g. there are visitors with children and the onsite free roaming animals. * Exposure to dirt (cleaning carriages) personal risk, noise (e.g. steam engine whistle) * To comply with Railway Rule Book and promote Health and Safety policies and procedures |