

RECRUITMENT INFORMATION PACK Mini-Train & Events - June/July 17

Regular Event Activities

Thirlmere

- School Holiday Programs (7 days a week during School Holidays)
- Café Operations (every Saturday and Sunday - 10am - 2pm)
- Weekend heritage train rides (every Sunday)



NSW Rail Museum (previously Trainworks), is located at Barbour Road Thirlmere. Near Picton, just 90km from Sydney along the M5.

To find out more about NSW Rail Museum visit:
www.nswrailmuseum.com.au

See information about all upcoming events and activities at:
<https://www.nswrailmuseum.com.au/events>

Special Events

Models and Miniatures:

<https://www.nswrailmuseum.com.au/models-and-miniatures>

Day Out with Thomas

<https://www.nswrailmuseum.com.au/day-out-with-thomas>

Mini-Train Volunteer Roles

Mini-Train Crew^

- Set up and pack up the ride
- Brief customers on the specific safety procedures for the ride
- Ensure safe operation of the ride from set-up through to pack up.
- Create a fun ride experience for the young and the young at heart.

^You must be certified as THNSW Mini-Train crew to perform in this role - training/certification sessions attendance outside of the scheduled event activity may be required - the Volunteers Program Coordinator will provide information about available training sessions.

Mini-Train Customer Engagement

- Manage the queues, ensuring pathways and access points are clear at all times
- Engage with visitors of all ages, create a fun environment while families wait and provide age-appropriate information about objects, exhibits, and activities.
- Monitor and support safety of visitors boarding and disembarking rides (in association with the Mini-Train Crew)
- Monitor and politely ensure visitors are respecting the exhibits and objects.

Events Volunteer Roles

Events Volunteers may perform in different roles during the same shift, your flexibility helps us to support the comfort and enjoyment of all our team members in changing conditions, while continuing to meet the needs of the event and deliver great service to our customers.

Event Set-up / Pack-up+

- Set up event signage and displays
- Direct and escort event suppliers to allocated areas on-site
- Assist with crowd control, monitor and support the safety of visitors, exhibits, objects and THNSW team members.
- Monitor access points to ensure site security is maintained
- Use two-way radios# to maintain communications with Event Manager and relay critical information to support the team

+Event Set-up and Pack-up occurs day before/after the event. Some lifting/carrying is required.

#Basic training in the use of the two-way radio will be provided; previous experience using two-way radios is an advantage.

Meet & Greet (Entrance/Exit Gates)

- Be a friendly and welcoming face
- Ensure visitors' arrival and departure encounters with us are positive and friendly.
- Process and check tickets and wrist bands for entry
- Help direct visitors to event facilities and rides
- Provide event information and answer queries

Crowd Control / Queue marshalling

- Manage the queues, ensuring pathways, access points, platforms, ramps and stairs are clear at all times
- Engage with visitors of all ages, create a fun environment while families wait and provide age-appropriate information about objects, exhibits, and activities.
- Monitor and support safety of visitors boarding and disembarking rides (railmotor /mini-train) and for cab visits on stationary locomotives/engines
- Monitor and politely ensure visitors are respecting the exhibits and objects.

Family Activities

- Be a friendly and welcoming face for children and families.
- Provide information to customers.
- Monitor the activity stations, supporting happy and safe enjoyment for all
- Keep activity stations clean, tidy and well stocked with supplies.
- Monitor and politely ensure visitors are respecting the exhibits, objects and activity supplies.

Pram/Stroller Parking

- Support customers to understand the options available
- Provide assistance to customers before and after their ride to safely park/retrieve their prams/strollers in the designated area
- Remind customers to take all their valuables with them

- Keep area tidy and monitor for safety and security risks

Events Volunteer Roles - Continued

Roving Information

- Monitor and politely ensure visitors are respecting the exhibits and objects
- Engage with visitors of all ages and share age appropriate information about features of the exhibits and objects
- Keep area tidy and monitor for safety and security risks

Event Reception

- Be a friendly and welcoming face
- Ensure visitors' first encounter with us is positive and friendly.
- Provide event information and answer queries.
- Process ticket and merchandise sales (Cash, EFTPOS and Credit Card) using our H&L Point of Sale (POS) system*.

* Basic training in the H&L POS system will be provided; previous experience using electronic till in a customer service environment is an advantage.

Event Phones & Radio#

- Answer high volume of inbound phone calls
- Respond to customer enquiries in a calm and friendly manner
- Provide information regarding the event, transport to the event, tickets, directions etc
- Use two-way radio to maintain communications with Event Manager and relay critical information to support the team

#Basic training in the use of the telephone and two-way radio will be provided; previous experience using multi-line phone systems and/or two-way radios is an advantage.

Event Runner

Various duties as required throughout the day:

- Collect and distribute team lunches to agreed locations
- Assist with crowd control and marshalling, and support other teams during peak periods, including relieving other team members during meal and rest breaks
- Move quickly between areas, convey information, relieve in other roles as required
- Use two-way radios to maintain communications with Event Manager and relay critical information to support the team

Retail

- Restock and tidy retail displays
- Respond to customer enquiries and provide information about merchandise
- Process merchandise sales (Cash, EFTPOS and Credit Card) using our H&L Point of Sale (POS) system*
- Wrap and bag customers purchases

*Basic training in the H&L POS system will be provided; previous experience using an electronic till in a customer service environment is an advantage