

## EDEN ROLE PROFILE

**TITLE:** Land Train Work Placement Student      **Updated:** May 2012

**REPORTING TO:** Land Train Supervisor

**ROLE OVERVIEW:** You will provide a high standard of customer service whilst assisting the operation of the Land Train.

### **EXPECTATIONS FOR PERFORMANCE:**

- To engage with the visitors and assist them on and off the land train.
- To help ensure the wellbeing of passengers on the Land Train.
- To assist the Land Train Team with Health and Safety procedures.
- Assistance with vehicle maintenance.
- Assistance with daily checks.
- An enthusiastic outlook to the role.

### **KEY SKILLS THAT WILL HELP YOU:**

- Good work ethic.
- Excellent customer service skills and awareness.
- Excellent communicator with all kinds of people.
- The ability to listen & follow instructions.

### **QUALITIES YOU WILL NEED TO DISPLAY:**

- Reliability.
- Good time management.
- Enthusiasm and flexible approach.
- Respectful approach to both colleagues and delegates.
- An interest in the aims and objectives of the Eden Project.
- Flexible and hardworking.
- Friendly, approachable and polite.
- Able to comply with all health and safety requirements [training provided]