

EAST LANCASHIRE RAILWAY

Seasonal Casual Retail & Events Support Assistant

Location: East Lancashire Railway

Contract: Seasonal Casual – 18 Weeks (May–September 2026)

Hours: Minimum 24 hours per week (hours may increase during peak events)

Pay: From £12.50 per hour

Hours: Minimum 24 hours per week. This will usually include Saturday and Sunday, plus one weekday shift, depending on operational requirements. Additional hours may be available during major events and peak periods.

About the Role

We are seeking an enthusiastic Seasonal Casual Retail & Events Support Assistant to join our team during our busy summer and events season.

This is a varied, customer-facing role supporting retail operations, onboard sales, cafés and family events across the railway. The position plays an important role in enhancing the visitor experience while helping to maximise retail sales during peak trading periods.

You will work closely with the Sales & Events Team, Café Manager and retail volunteers, supporting busy services, special events and children's activities.

This is a flexible casual role, and working hours may increase during peak periods such as major events and weekends.

Key Responsibilities

Retail & On-Train Sales

- Proactively sell souvenirs and merchandise onboard trains during busy services and events
- Promote event-specific products and seasonal merchandise
- Process card and mobile payments using POS systems
- Engage with visitors and encourage additional purchases

Retail Shop Support

- Assist with the operation of the railway shop when volunteer cover is limited
- Maintain attractive product displays and merchandising standards
- Ensure the shop remains open and trading during busy periods

Café & Buffet Support

- Support the Café Manager during peak demand
- Assist with onboard buffet services and customer service

Events & Birthday Parties

- Assist the Sales & Events Team with the delivery of children's events and birthday parties
- Support event setup, preparation and guest experience
- Promote retail items and add-on purchases during events

About You

We are looking for someone who is:

- Friendly, confident and enthusiastic when interacting with visitors
- Comfortable working in a busy, fast-paced environment
- Reliable and flexible with working hours
- A strong team player with good communication skills
- Interested in events, retail or tourism

Previous experience in retail, hospitality, events or customer service would be advantageous but is not essential.

Safeguarding & Compliance

As this role may involve supporting children's events:

- An Enhanced DBS check will be required
- Safeguarding awareness training will be provided
- Basic food hygiene awareness may be required

What We Offer

- A varied and engaging seasonal role
- The opportunity to work at a busy heritage railway and major events
- Experience across retail, hospitality and event operations
- Flexible hours during peak periods

To apply, please email Events@eastlancsrailway.co.uk