

THE TRAMWAY MUSEUM SOCIETY

JOB DESCRIPTION

JOB TITLE: Tramway Operation and Visitor Experience Manager

LOCATION: National Tramway Museum, Crich, Derbyshire DE4 5DP

REPORTS TO: General Manager, as a member of the Senior Management Team.

1. PRINCIPAL PURPOSE:

- 1.1 To lead, control and direct the visitor experience operations aspects of the Museum, specifically the department running the operating Tramway (known as the Traffic department), the Museum Guides, the Events Manager, and the Admissions team.
- 1.2 To be the person with responsibility for ensuring all regulatory requirements relating to the practical operation of a demonstration tramway for the visiting public are adhered to, with reference to safety critical activities carried out in accordance with the Railway and other Guided Transport systems (safety) regulations (ROGS) 2006. This role is defined as a Safety Critical role and the post holder is a controller of safety critical work.

2. SCOPE OF WORK:

- 2.1 Ensure that a competent Person in Charge is available to co-ordinate and deliver the demonstration tramway every day throughout the operating season, undertaking the role personally when required.
- 2.2 Facilitate the synergy between the Traffic Department, the Guides, the Events Team and the Engineering Team to make sure that events are fully serviced and safely run.
- 2.3 Undertake risk assessments and develop required policies and protocols relating to the operation of the demonstration tramway. Ensuring that the risks to health and safety for all persons and property are as low as reasonably possible (ALARP). The postholder will be a member of and will be expected to attend Health and Safety Committee meetings held face-to-face or by electronic means.
- 2.4 Review and restructure departments as detailed in 1.1 above as required to ensure optimum efficiency and performance.

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- 2.5 Work as part of the senior management team to fulfil security and legal requirements that reduce the risk of trespass and improve terrorism prevention.
- 2.6 Be responsible for dealing with all visitor complaints and be empowered to resolve situations whenever possible.
- 2.7 Work with the Tramway Training Team to develop and continue to deliver appropriate training programs, ranging from new volunteers to the team through to the role of Person in Charge. Support the recruitment of volunteers.
- 2.8 Ensure that personnel within the departments detailed in 1.1 above are appropriately assessed as competent and that records are maintained and accessible. Support the development of the Museum's Safety Management System (SMS).
- 2.9 Undertake any other reasonable tasks as required flexibly and with due consideration to the requirements of the business.

3. BUDGETARY RESPONSIBILITIES

- 3.1 To be responsible for the provision and management of budgets for departments detailed in 1.1 above.
- 3.2 To liaise with the Financial Controller on budget and financial matters.

4. DIRECT REPORTS

- 4.1 Tramway Services Manager (Volunteer)
- 4.2 Tram Crew Manager (Volunteer)
- 4.3 Tramway training team (Volunteers), including Conductor Assessor.
- 4.4 Events Manager (Employee)
- 4.5 Museum Guides Co-ordinator (Volunteer)

There is also a direct, but independent relationship to the Museum's Independent Driving Assessor.

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5. RELATIONSHIPS:

- 5.1 INTERNAL: All other TMS Personnel and volunteers, particularly the Fundraising Manager, Marketing Manager, Curator, Museum Educator and Engineering Manager.
- 5.2 EXTERNAL: General public, visitors to the Museum, other local venues and visitor attractions, enforcing agencies and any other bodies as required.

Job Holder:

Signed:

Date:

Manager

Signed:

Date