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|  | **The National Tramway Museum - Volunteer Role Description** |

**Role: Tram Conductor**

**Responsible to: Tramway Operations and Visitor Experience Manager**

**Hours: As many as you like! Preferably Approx 9.30am to 5pm (or 6pm) a day.**

**Purpose of role:**

To assist in the operating of a collection of original Tramcars in passenger service for the enjoyment and educational benefit of our visitors.

**Specific role:**

Tram Conductor / Guard

* You must be at least 16 years of age and have good health and mobility.
* The Conductor / Guard works with the Driver and is responsible for the safety of the passengers.
* You will assist in preparing the Tram at the beginning of the day, and cleaning at the end of the day, and complete between 10 and 12 trips in your duty.
* You will assist with and supervise passenger boarding and alighting at stops, talking to visitors and issuing tickets, ensuring that you give correct bell signals to the Driver when it is safe to depart.

Thorough training will be given, starting with an induction day and then ‘in service’ training.

Progression to Tram Driver, Duty Inspector, Instructor, Assessor are all future opportunities within the Traffic Department.

**General Role:**

* To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
* To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
* To work within the guidelines of the Volunteer Policy and related organisational policies (i.e. Safeguarding, Health and Safety, Equal Opportunities, Access, etc)

**Relevant qualities:**

* An enthusiastic attitude
* An interest in working with people
* Reliability and flexibility
* Good interpersonal skills
* A good sense of humour
* An interest in the work of museums

**Relevant Skills:**

* Experience of / willingness to work as part of a team
* Pleasant, friendly manner, polite under pressure
* Attention to detail

Please note: This is a Safety Critical Role

The Conductor is a visible presence on the tram and the primary contact between the museum and visitors, but the most important part of the role is less visible.

**Conductors Must:**

* Be numerate to issue tickets and complete waybills
* Understand the way the museum works and be able to explain this to visitors
* Be comfortable conversing with customers and know when to give more information or to stop

**Safety:**

* Must be able to understand instructions whether given in writing or verbally
* Must be able to enjoy a good working relationship with the driver, and work as a team
* Supervise the safe movement of the tram across the depot fan, watching the track, overhead and visitors
* Must understand and operate single line staffs
* When dealing with passengers be aware where the tram on the line and respond accordingly
* Must be able to take command of the tram in the event of an incident and issue clear and concise instructions to passengers
* Must be able to use our radios to give and receive information