

**VOLUNTEER LOCOMOTIVE CREW MEMBER  
ROLE DESCRIPTION**

**Title:** Volunteer Locomotive Crew Member  
**Department:** Locomotion Conservation Workshop  
**Location:** Locomotion – The National Railway Museum at Shildon  
**Hours of work:** To be agreed

**Role Context:**

Locomotion – The National Railway Museum at Shildon is a partnership between the National Railway Museum and Durham County Council.

The museum showcases more than 70 vehicles from the National Collection; and explores the railway history and heritage of Shildon and the surrounding area.

Locomotion – The National Railway Museum at Shildon welcomes visitors from all sectors – including local families, railway enthusiasts, tourists, corporate clients, and educational groups.

**Purpose of the Role:**

To help provide a service to all visitors which enhances their enjoyment, leading to greater understanding of the museum's collection, facilities and commercial activities, and increased reputation as a visitor attraction.

Subject to appropriate qualifications - to assist with all aspects of running a safe and efficient passenger rail service across the museum site, using a range of steam and diesel locomotives to haul the train.

Subject to appropriate qualifications - to assist safely with shunting operations in the museum's Collection Building to ensure that vehicles are displayed in an appropriate manner.

**Duties:**

- To be courteous, welcoming and reassuring to all visitors.
- To be well informed of all facilities, events and exhibitions taking place in the museum, and to actively promote these to enhance visitor enjoyment.
- To answer queries, or seek the assistance of those who can do so.
- Subject to appropriate qualifications – to assist with all aspects of running the museum's passenger rail service on event days; specific duties will include, but are not limited to:
  - preparing the locomotive, including coaling
  - working as platform attendant, crossing keeper, guard, fireman and/or driver
  - assisting with disposal, including clearing the ash pit

- Subject to appropriate qualifications – to assist with regular shunting operations on the museum site; specific duties will include, but are not limited to:
  - preparing the locomotive
  - working as marshal, shunter and/or driver
- To perform any other reasonable tasks, as requested by the Front of House Officer, Events Officer or NRM Conservation Workshop Manager.

### **Training:**

- Induction training
- Health and safety training
- Basic rail safety
- On-going, task specific training
- Please note that this role is subject to an initial performance review after four weeks, and then update performance reviews every six months

### **Candidate Specification:**

#### **Must**

- Have customer care experience
- Be willing to play an active part in a hands-on team
- Be able and willing to work safely unsupervised
- Be able to follow NRM and DCC health & safety procedures
- Pass a CRB check
- Be willing to commit to a schedule of pre-rostered duties
- Be willing to receive on-going training in all aspects of railway operations, with a view to gaining further qualifications and certification

#### **May**

- Have knowledge of the railways, past and present
- Have experience of working in a heritage environment