

NATIONAL RAILWAY MUSEUM, YORK
RAILFEST 2012
CAB ACCESS ROLE DESCRIPTION

Title: Cab Access Volunteer
Department: Railfest
Reports to: Railfest Volunteer Manager (Matthew Hick)
Date: 2-10 June
Hours: 9.15am–5pm (1 hour rostered lunch)
6pm-9pm (8-9 June only)
Induction: Will take place during the last two weeks in May

Role context: Railfest 2012 is a huge 9-day festival of railways. It will take place in June at the National Railway Museum in a space the size of 11 football pitches and run daily from 9.30am to 6pm, with the exception of the 8-9 June when Railfest will open until 9pm. Railfest will offer visitors of all ages the opportunity to enjoy over 30 record-breaking locomotives, ride on trains of all sizes and catch a glimpse of rarely-seen vehicles like snow ploughs and leaf blowers.

**Purpose
of the Role:**

We are looking for enthusiastic and knowledgeable volunteers to help provide cab access for visiting locomotives and those from the national collection. Pairs of volunteers will be expected to welcome visitors to the locomotive and answer any enquiries they might have. Information on the locomotives will be provided so that volunteers can improve their knowledge prior to the event.

For reasons of Health & Safety, and customer service, at least one volunteer will be required to stay with the locomotive at all times. Breaks will be rostered by the Railfest Volunteer Manager.

This is an ideal opportunity for individuals who are interested in railway heritage or who want experience of assisting at a major event, or National Museum, to get involved in an exciting and inspiring project.

Please note that all successful candidates will need to be available for an induction day that will take place during the last two weeks in May.

Responsibilities: Attend 9.15 event briefing

Open the locomotive according to the rostered timetable

Ensure cabs are open for the duration of the day

Manage queues

Provide support for those visitors who cannot access the locomotive

Have an understanding of locomotives and how they fit into the event

Ensure visitors feel welcomed onto the locomotive

Provide accurate information at a level appropriate for the audience

Have an understanding of the wider event

Ensure health and safety requirements are met

Training: Event induction

Health and safety

Fire evacuation

Candidate Specifications

Must: Be able to work as part of a team

Be happy working with the public

Be approachable and friendly

Have excellent customer service skills

Be able and willing to work unsupervised

Have excellent time keeping

Have a reasonable knowledge of the railways