

**NATIONAL RAILWAY MUSEUM, YORK
MODEL RAILWAY OPERATOR
ROLE DESCRIPTION**

Title: Model Railway Operator
Department: Learning & Public Programmes
Reports to: Noel Hartley (Rail Events Coordinator)
Days of Operation: 7 days a week 10.00-18.00
Shifts: AM: 10.00-13.30
PM: 13.30 – 17.00

Purpose of the Role: To ensure the smooth running of the NRM's model railway and provide interpretation for our visitors.

Role context: In its attempt to become one of the most admired Museums in the world, the NRM is working hard to deliver a world class level of customer care to its visitors. Key to its success is ensuring that our most popular attractions are in continuous operation.

As one of these attractions, it is important that the model railway is kept running throughout the day. At the moment when glitches occur it is not always possible for our technical staff to repair the problem immediately. The Learning & Public Programmes team is therefore looking to recruit a team of volunteers to operate and interpret the railway.

This role is ideally suited for people with a background in model railways and who enjoy speaking to the public

Dimensions of the Role: Responsibility for staff: Nil
Responsibility for budgets: Nil

Responsibilities: The safe operation of the layout

Solve minor running defects – i.e. push-starting locos

Carry out track & locomotive cleaning

Engage with the public to help interpret the model railway

Ensure Health & Safety requirements are met

Training: Four training session with Model Railway Technicians

General NMSI H&S training

Working in confined spaces training

Presentation training

**Candidate
Specifications:**

Must:

An understanding of model railways, in particularly "0" gauge modelling.

Have customer care experience

Be happy engaging with a young audience

Be of a smart appearance

Be able to work as part of a team

Be able and willing to work unsupervised

Have excellent time-keeping

Be able to follow NRM Health & Safety procedures

Be able to access and work comfortably in confined spaces (i.e. under the layout)

May:

Have experience of working with children

Have knowledge of the railways, past and present

Have experience of working in a heritage environment

Have experience of engaging with the public