

## **National Railway Museum, York VOLUNTEER GUARD (STANDARD GAUGE)**

**Department:** Rail Operations  
**Reports to:** Noel Hartley, Rail Operations Manager  
**Days:** Shifts are agreed with the rail operations team.  
**Hours:** Minimum 15 turns per year, during holidays and events.

**About us:** The National Railway Museum is one of the world's premier railway museums, with a collection of over one million objects. Since our formation in 1975, volunteers have played an important role in our success. Volunteers help us make the museum the exciting, interesting and enjoyable place it is today.

**Our department:** Rail Operations supports the delivery of our public programme, through the presentation and demonstration of our rail vehicles at the museum and elsewhere. The department also plans and organises the safe movement of all locomotives and vehicles both on and off site.

### **The role:**

The Standard Gauge Railway is a popular visitor attraction, run by a team of paid employees and volunteers. We require enthusiastic and committed volunteers with good interpersonal and customer care to support delivery of a high quality service to visitors to the Museum. Volunteers guard on the standard gauge train in the NRM's own yard. This includes:

1. Attending the museum for shifts at the specified times agreed on the roster provided by the NRM Rail Operations Administrator.
2. Assisting the driver in ensuring that the train is operated in a safe and proper manner at all times – ensuring the brake test is undertaken and satisfactory before any movements commence.
3. Ensuring passengers do not lean out of carriages or behave unsafely.
4. Ensuring passengers get on and off the train in a safe and orderly fashion and instructing them to leave the carriage with care.
5. Checking all doors are closed properly and all catches and handles are in good order.
6. Signalling clearly to the driver permission to depart from the station when the train is ready using flag and whistle.
7. Stopping the train at any time deemed necessary using the emergency brake valve.
8. Being aware of the procedure for reporting of accidents, injuries and dangerous occurrences on NRM lines.
9. Being courteous, welcoming and reassuring to all visitors.
10. Being well informed of all facilities, events and exhibitions taking place in the Museum.
11. Answering queries or seeking the assistance of those who can do so, please refer questions on the locomotive to the loco crew.
12. Wearing the uniform provided by the Museum.

**Training:**

All volunteers at the National Railway Museum attend a general induction course and are required to complete Health and Safety Training relevant to their role. This role may also require you to attend external training, and will involve being trained and assessed in the relevant operating and safety procedures, including the Science Museum Group (SMG) Railway Operating Book. The role will have ongoing monitoring, assessment and training in line with the SMG Railway Safety Management System.

**You will:**

- Be able to work as part of a team
- Be able to follow safety procedures
- Be able to manage the activities involved which will include lifting and carrying as well as climbing on railway vehicles
- Have excellent time-keeping
- Customer care experience
- It is desirable for volunteers to have previous experience of rail operations or a qualification on a heritage railway.

**Applying for this volunteer role:** Please complete an application form and return it by email or post to the Volunteer Team. We ask potential volunteers to attend an informal interview and complete a low level security check (Basic Disclosure) as part of the recruitment process

**Completed application forms should be returned to:**

The Volunteer Team  
National Railway Museum  
Leeman Road  
York  
YO26 4XJ

Email: [volunteer.nrm@nrm.org.uk](mailto:volunteer.nrm@nrm.org.uk)