

## **National Railway Museum, York Volunteer Miniature Railway Driver**

**Department:** Visitor Experience  
**Reports to:** Duty Manager  
**Days:** Any day of the week, we are particularly seeking volunteers able to volunteer at weekends  
**Hours:** Minimum of two days per month  
**Shift:** 10.00 –5.30

**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.

**The Role:** The Miniature Railway is one of the National Railway Museum's most popular attractions. Thanks to the help of our enthusiastic team of volunteers, thousands of people each year enjoy a ride through the Museum's South Yard. In July 2015 we opened a newly expanded service which operates with a team of volunteers, from 10.30 until 5.00, with lunch break allowing for the continual operation of the service. As a Miniature Railway volunteer your duties will include driving, guarding and chatting with the public. This role of is a popular one and is ideally suited for people who enjoy dealing with the public.

The National Railway Museum is part of the Science Museum Group, which also includes the Science Museum, the Media Museum and the National Media Museum. The developments to the railway have been funded by the Group and it now plays a key role in increasing our revenue and in supporting the commercial experience. Income generated plays an important role in helping look after our collection.

### **Volunteer Duties:**

- To be able to commit to rostered duties
- To drive and guard on 7 ¼ gauge petrol and diesel locomotives
- Prepare the locomotive for duty in the morning and returning the locomotive to overnight storage at the end of the day
- To ensure that the train is operated in a safe manner at all times
- To be courteous, welcoming and reassuring to all visitors
- To be well informed of all facilities, events and exhibitions taking place in the Museum
- To answer queries or seek the assistance of those who can do so
- To perform any other reasonable tasks, as requested by the line manager
- To wear the uniform provided by the Museum, including PPE
- To be familiar with and assist with the evacuation plan

**You:**

- You will definitely have:
- A good nature and sense of humour and not get rattled
- A good rapport with colleagues and staff
- Must be passed medically fit to drive
- Customer care experience
- Be willing to learn new skills and take advice
- Pass the driver training
- Be able to work as part of a team
- Be able and willing to work unsupervised
- Excellent time-keeping
- Be able to follow safety procedures

**Training:**

New volunteers attend a museum induction, and receive training for their volunteer role, including Health and Safety and Basic Rail Safety Training. Training for Miniature Railway includes:

- Training in all relevant procedures
- Driver certification to be reviewed after 2 years
- The driver must be re-certified after a period spent without driving (31 days).
- To attend an induction course
- To attend a minimum of one day's internal training per year
- To attend all relevant Health and Safety training including rail safety and manual handling
- To attend external training as required

**Applying for this volunteer role:** Please complete an application form and return it by email or post to the Volunteer Team. Applications go through an initial selection, and we ask potential volunteers to attend an informal interview and complete a Basic Disclosure check. We encourage potential volunteers who have not already visited our Miniature Railway to make a visit prior to being interviewed.

**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)