



## The National Tramway Museum – Tram Conductor/Guard

**Responsible to:** Tramway Operations and Visitor Experience Manager

**Hours:** Approx 9.30am to 5pm (or 6pm) a day as many days as you would like.

**To be a Tram Conductor you must be at least 16 years of age and have good health and mobility**

### **What will you do?**

As part of the Traffic Department, alongside the Tram Driver you will be operating one of our heritage Tramcars and be the welcoming face to visitors. A ride on a tram is one of the main reasons people visit us and our Tram Crew are vital for this experience. You'll be helping to bring a small part of the past to life and make memories for our visitors.

### **This includes:**

- Working with the Driver to be responsible for the safety of the passengers.
- Assisting in preparing the Tram at the beginning of the day, and cleaning at the end of the day. You will complete between 10 and 12 trips in a day.
- Helping and supervising passengers on and off at stops.
- Talking to visitors and issuing tickets.

### **What do you need to know?**

The Conductor is the visible presence on a tram and the primary contact between the museum and visitors. The nature of the role means that you will need to have a reasonable level of mobility as you will need to climb stairs on some trams and will spend a lot of time on your feet. We don't want to discourage anyone that would like to join us and if you're unsure whether this role will work for you, please contact us. Wherever possible we will always try to accommodate individual requirements.

### **Conductors also need to:**

- ideally be available for a minimum of 8 full days per season to progress through training and development.
- be numerate to issue tickets and complete waybills.
- understand the way the museum works and be able to explain this to visitors. You will be given full training for this.
- be comfortable talking to customers and know when to give more information or to stop.

### **To keep everyone safe, conductors need to:**

- be able to understand instructions whether given in writing or verbally.
- be able to enjoy a good working relationship with the driver, and work as a team.

### **Amongst other things, you will be trained to:**

- supervise the safe movement of the tram across the depot fan, watching the track, overhead and visitors.
- be aware where the tram on the line and respond accordingly when dealing with passengers.
- be able to take command of the tram in the event of an incident and issue clear and concise instructions to passengers.
- use our radios to give and receive information.

You will receive thorough training for your role starting with an induction day and then 'in service' training. As a 'safety critical' role all your training will be documented to meet the requirements of the Office of Road and Rail who oversee our operations.

After a season, you may have the opportunity to train as a Tram Driver or progress to other roles such as Duty Inspector and Instructor/Assessor.

**This role will suit you if:**

- you have an enthusiastic attitude and an interest in working with people.
- have good interpersonal skills and a good sense of humour.
- you have a keen eye for detail.

**What do we provide?**

- Full training for the role.
- Support and guidance from our experienced Traffic team.
- A dedicated volunteer space with a kitchen & hot drinks machine.
- A light lunch when you are here all day.

**What do we ask of you?**

- To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
- To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
- To work within the guidelines of the Volunteer Policy and related organisational policies and procedures.
- We realise that there are times when your plans may have to change. If you are unable to attend, please let your department head know as soon as possible.