

Driver/Controllers



In 2017, **The Postal Museum** became the newest heritage attraction in Central London with two experiences in one. Alongside the story of British social and communications history, we offer a subterranean ride on the old Post Office Underground Railway – **Mail Rail**. In this new museum and attraction, we showcase the extraordinary stories from five centuries of one of the country's most iconic services. The Postal Museum has welcomed over 180,000 visitors in our first year, and now represents a significant addition to London's cultural landscape!

Based: Central London

Salary: £21,000 pro-rata

Contracts available: 35, 28 and casual hours available.

Start date: As soon as possible.

Reports to: Visitor Experience Manager

KEY APPLICATION NOTES

Interviews: tbc

All candidates must pass a pre-employment medical assessment in order to fulfil the conditions of the role.

PURPOSE OF THE JOB

As a Driver/Controller you will fulfil an important role as a member of the Operations team working alongside the Hosts, Team Leaders (TLs) and Visitor Experience Managers (VEMs) to deliver a market leading visitor experience and to maximise visitor enjoyment by maintaining excellent customer service levels.

You will be responsible for driving and controlling the Mail Ride Train Ride, which includes delivering great customer service, driving the train through the tunnels, activating controls and managing audio-visual interactives throughout the Mail Rail experience. You will also be responsible for the safety of the visitors.

The Museum is a 7 days a week operation and regularly holds events outside its core hours; flexibility to work across sites, weekends, during holiday periods and before/after public opening hours is therefore an essential requirement of this role.

JOB DESCRIPTION

Key Responsibilities and Duties

CUSTOMER SERVICE

- To welcome all visitors on their arrival onto the platform and their boarding of the train.
- To actively assist with way finding and proactively anticipate any other needs visitors may have.
- To be aware of all other activities the Postal Museum is running.
- To endeavour to exceed our Visitor Experience Commitments which underpins the performance management.
- To maintain the museum's standards of both personal and public presentation.
- To act as advocate for the museum during all contact with visitors on site and when attending off site work events.

TRAIN DRIVING

- To drive the train safely, including assisting with the safe onloading and offloading of guests onto the ride.
- To make announcements to visitors as and when appropriate via the on-board tannoy system.
- To control the start and end of audiovisual interactives during the experience.
- To perform at the start and end of day, thorough checks on the tracks & trains.
- To check, troubleshoot and report on any faults.
- To monitor the driver's control screen and adhere to all signals around the tracks.
- To follow emergency procedures (emergency management & evacuation of the train) as appropriate

PLATFORM MANAGEMENT/CONTROLLER

- To be in charge of the control panel & signaling system so trains are driven safely
- To monitor the screen and warning lights.
- To make announcements to visitors as and when appropriate.
- To work as a team with the driver to ensure safe batching of visitors.
- To report any faults to the relevant team.
- To complete all relevant paperwork.
- To coordinate all responses to any ride related incident.

HEALTH & SAFETY

- To demonstrate a duty of care for visitors by ensuring that public areas are safe and accessible at all times.
- To be effective in carrying out defined responsibilities for Health & Safety, including first aid, train or platform evacuation.
- To monitor, identify and promptly report any threats to the security of the museum's visitors and collections.

OTHER

- To provide operational support for events, school groups, projects and programmes managed by museum colleagues.
- To demonstrate a "can do" flexible approach to undertake such other duties as agreed with the line manager, commensurate with the level and scope of the post that may be necessary from time to time.
- Any other ad hoc duties as required.

N.B. This job description reflects the requirements of The Postal Museum as of 30th of October 2018. This job description should not be taken as an exhaustive description of the role and is rather indicative of the types of responsibility covered by this job. The Museum reserves the rights to make reasonable changes as are necessary commensurate with the nature of the post held due to the fact the Museum has recently opened.

PERSON SPECIFICATION

TOP ESSENTIAL CRITERIA

If you cannot provide evidence that you fully meet these criteria, your application will not be put forward for further shortlisting against the other criteria in the Further Essential & Desirable Criteria.

- Proven experience of delivering excellent customer service in a customer-facing role in a similar/comparable environment.
- Ability to communicate effectively and confidently both verbally and in writing, to colleagues and groups of the general public.

FURTHER ESSENTIAL CRITERIA

- An ability to understand and engage with a diverse range of customers.
- Willingness to follow procedures in order to uphold high standards with a professional standard of personal presentation.
- A willingness to go the extra mile paired with a can-do attitude in order to exceed customer expectations.
- Strong team working skills, supporting colleagues to reach shared goals.
- Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed.

DESIRABLE CRITERIA

- First Aid qualification.
- Conversant in other languages.
- Experience of working in a museum or visitor attraction.
- Experience of driving or operating a train or ride.

OTHER WORKING CONDITIONS

Driver/Controllers will be expected to work across seven (as per contracted hours) days including weekends and early/late events per the needs of the business. Post holders will be expected to be flexible to the reactive needs of the Postal Museum and expect their shift allocations to vary. Working hours and days will be agreed in advance with the line manager and are subject to change as required.

Driver/Controllers are expected to wear a uniform at all times along with a name badge, radio & ear piece and security pass whenever on duty. The uniform will be provided by the Museum during the induction.

It should be noted that the entirety of this job will take place underground in limited lighting and can sometimes be for extended periods of time.

Due to the nature of this post there are some restrictions. The height of the driver's cabin seat to the ceiling is of 85 cm means that employees will be driving in a confined space. In addition to this, due to the control panel & signalling system, we regret we cannot accept candidates with colour blindness. We also require candidates to pass a basic medical assessment by an occupational health professional, which tests sight, hearing and mobility.

This post will include some manual handling, for which appropriate training will be given.

The post holder is expected to monitor and report on their work as directed by their line manager and adhere to set guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

Responsibility for public safety is central to this role. Applicants should be willing to undergo an accredited training course for First Aid and other Health & Safety related skills if they are not currently qualified.

This position may require a relevant DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

Interviews: tbc