

Driver Controllers

In 2017, The Postal Museum opened a new 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. This new museum and attraction enables us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way the organisation engages with its audiences. The Postal Museum has welcomed over 180,000 visitors in its first year and represents a significant addition to London's cultural landscape.

Based: Central London

Salary: £22,695 per annum

Contracts available: full time, 35 hours per week

Start date: mid June 2022

Reports to: Visitor Experience Manager

Please note: The assessment centre will be held 13th of May 2022 and interviews will be held w/c 16th of May 2022 – Candidates must be available to attend the assessment centre to be considered.

PURPOSE OF THE JOB

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

You will be responsible for driving and controlling the Mail Ride Train Ride, this includes delivering great customer service, driving the train through the tunnels, activating controls and managing audio-visual interactives throughout the Mail Rail experience. To ensure a smooth and safe operation of the train, track and signals you will be responsible for inspections, carrying out basic maintenance and problem-solving issues.

As part of your working pattern, you will be expected to work weekends, bank holidays 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.

This position requires a basic 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.

As employee of The Postal Museum you will enjoy a wide range of benefits, including – but not limited to – a generous pension scheme, cycle to work scheme and interest free season ticket loan upon successful completion of probation.

JOB DESCRIPTION

Key Responsibilities and Duties

CUSTOMER SERVICE

- To welcome all visitors on their arrival onto the platform and whilst boarding 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, signals & trains.
- To check, troubleshoot and report 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.

TRAIN, TRACK AND SIGNALS

- To undertake inspections in accordance with the '*4211 Mail Rail Routine Inspection Maintenance & Operational Procedures A1*' document, training, manufacturer and high-level industry standards.
- To (if capable and confident) undertake minor maintenance work in accordance with training and manufacturer recommendations following approval from the Head of Technical Services.
- To diagnose, problem solve, report and communicate issues as per escalation protocols.

- To accurately complete all relevant paperwork associated with inspections, maintenance and reporting.
- To review, feedback and suggest improvements to standard operating procedures.
- To engage in continuous professional development to maintain current knowledge and improve skills.

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 support the teams in the Department (Estates, Retail & Events)
- To deliver training to new driver/controllers.
- To provide operational support for events, school groups, projects and programs 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.
- To inspire visitors with a passion for our collections, engaging them with the Museum's content and displays throughout the visitor journey and delivering engagement activities, especially Tunnel Tour, and talks about Mail Rail.
- Any other ad hoc duties as required.

N.B. This job description reflects the requirements of The Postal Museum as at April 2022. 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 in answering the questions in your application, then you will not be shortlisted against the other criteria listed in the Further Essential & Desirable sections.

- 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 and interest in operating mechanical equipment/machinery within a customer experience environment.
- Experience of working within accreditation frameworks and H&S guidelines.
- Experience of driving or operating a train or ride.

OTHER WORKING CONDITIONS

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.

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.

HOW TO APPLY

Please email an up-to-date version of your CV and a completed application form to hr@postalmuseum.org.

Please note incomplete applications/CVs only will not be accepted.

CLOSING DATE: Monday 9 May 2022, 10.00am