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# **Job Description**

**Job Title:** Bus &Tramway Transport Engager

(Seasonal 0 to 37 hours)

**Responsible to**: Tramway Team Leaders /Supervisors

**Key Internal Relationships:** Transport Operations Manager, Team Leaders, Supervisors,Engagers, Volunteers.

**Purpose:**

Working across Transport areas including the Tramway and Northern Bus Depot, and other areas as allocated, you will help to deliver a world class living museum experience by crewing buses and trams on daily operations. Working as part of a team, you will enhance the Beamish experience for all members of our community by engaging with visitors in a positive and friendly manner, operating in a safety conscious way, maintaining an efficient transport service, and helping to care for and promote the Beamish transport collections.

**What you will do**

* Engagers work across all Beamish exhibits. Your role is to contribute to the creation of a living, working open air museum by helping tell the story of everyday working life in the Northeast of England to our visitors. You will do this in a variety of ways that will include wearing costume, sharing stories, offering visitors the opportunity to be involved in activities, and actively promoting the work of the museum.
* Drive/conduct trams, buses and other period vehicles as allocated, in accordance with the museum’s standard operating procedures and safety management systems. Vehicle shifts vary and you could be asked to work one of four routes, work as relief driver/conductor, or be posted to an area of site as a point of contact for the tramway supervisor.
* Adhere to quality systems, operating procedures and risk assessments to facilitate the safe, smooth and timely delivery of services. Comply with the tramway rulebook at all times.
* Work with colleagues and with an absolute focus on the visitor to deliver high levels of visitor experience and engagement across the entire site, remaining calm under pressure and maintaining an excellence of service even at peak times.
* Take responsibility for the welfare of historic vehicles and assist colleagues in maintaining attention to detail in all museum activities. This will include cleaning vehicles, completing pre-service checks as required, carrying out light-maintenance tasks such as topping up fluid levels and sand boxes, and promptly reporting any defects to maintenance staff.
* Engage with visitors using a variety of techniques, which may include different methods of interpretation.
* Help to ensure the safe and good management and housekeeping of all areas of work, which will include lifting and carrying duties.
* Work collaboratively to support volunteers and placements when required.
* Work flexibly to support the delivery of museum events, with a willingness to cover late evenings, weekends, bank and school holidays. Attend work reliably and punctually.
* Undergo training and assessment as required.

**About You**

* Have an understanding and commitment to Beamish and its core purpose.
* Have outstanding communication skills and the ability to engage enthusiastically with individuals and large groups, tailoring your delivery of information to meet a variety of needs.
* Have excellent team working skills and a hands on approach, especially when faced with challenges and in high-intensity settings.
* Be able to work with attention to detail and commitment to the highest possible quality standards.
* Be safety conscious, always complying with the transport rulebook and our health and safety policies.
* Have experience/understanding of delivering outstanding customer service in a busy, customer focused environment.
* Be self-motivated with an enthusiastic ‘can do’ approach and a willingness to work in different areas doing different tasks and demonstrations.
* Be able to use own initiative, working with assigned crewmates to operate an efficient and compliant historic transport service across the museum’s extensive site with minimal direct supervision.
* Be reliable and committed, with a very flexible approach to hours and an ability to work weekends, bank holidays and evenings as required by a monthly rota.
* Have the ability to undertake a variety of manual handling duties appropriate to the post, such as shovelling, cleaning, working under and above vehicles and working in confined spaces.
* Be willing to broaden your skills and knowledge, completing any training assigned to you.
* Have knowledge/interest in the history of the North East of England.
* Be prepared to wear costume when on site.
* Previous experience of operating trams, buses and trains and qualifications would be advantageous, but full training and medicals will be carried out.

**General Responsibilities:**

* To carry out the duties of the post in accordance with the Museum’s Policies and procedures.
* Adhere to quality systems and operating procedures to facilitate the safe, smooth and timely delivery of services by the Transport Team.
* To engage in other areas of the museum from time to time depending on operational needs.

**All new appointments are subject to the receipt of satisfactory references, medical report, criminal conviction vetting clearance and proof of eligibility to work in the UK.**

**We recruit on the basis of aptitude positive attitude and potential, and work to ensure people from all backgrounds have the opportunity to work within the heritage sector. This is prioritised above academic qualifications and we support non-traditional routes into work. We recognise and value transferable skills and diverse experiences as a form of expertise. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates as well as applications from, LGB, Trans and non-binary candidates as underrepresented people within the museum.**

**Note to applicants: Please try to show in your application how you specifically meet the requirements in the about you section.**