

Isle of Man Government
Department of Infrastructure
Heritage Railway – Manx Electric Railway

Job Description

Post: Seasonal/Casual Tram Conductor

Grade: Skill Zone 1 / Pay Band 2

Location Derby Castle, Laxey or Ramsey Tram Depot

Responsible To Transport Supervisor/Line Controller

Main Duties

1. Acting as a Conductor on the Manx Electric Railway operating trams between Douglas and Ramsey stations. Carrying out the necessary operational requirements in conjunction with the Motorman and line controller.
2. Ensuring the safety of all passengers when boarding, alighting and travelling on the trams.
3. The sale of tickets to intending passengers. This will involve use of an electronic ticket machine.
4. Dealing with and answering passenger enquiries.
5. Preparation and checking of tram(s) prior to them going into service each day.
6. Completion of report forms for each journey, and other reports, as required.
7. Preparation and cleaning of tram(s), on a daily basis, prior to service and other light maintenance duties as required.
8. The Transport Supervisor\Management in addition to those contained within the Railways General Rules and Regulations Book may request any reasonable duties compatible with the post of Tram Conductor.

Qualities Required

- The nature of the work means that the Conductor will need to be flexible in approach. Weekend work and unsociable hours and the necessity to work on Public Holidays are a requirement with the post.
- The post holder should be able to work in a professional manner with great people and communication skills.
- You will be required to attend personal track safety training.
- Pass a fitness assessment for safety critical workers.

Personal Specification

Attributes	Essential or Desirable	Method of Assessment
Experience		
Relevant experience in a customer service environment/role	E	CV/ Interview
The ability to work as part of a team or on own initiative	E	CV/ Interview
Experience of cash handling	D	CV/ Interview
Knowledge & Skills		
Good interpersonal and communication skills	E	CV/ Interview
Excellent attention to detail	E	CV/Interview
Knowledge of the Isle of Man Tourism/Hospitality Industry	D	CV/ Interview
Disposition		
Outgoing, confident, professional personality	E	Interview
Comfortable dealing with a variety of people	E	Interview
Calm, friendly and polite under pressure	E	Interview
Self-motivated and shows initiative	E	Interview
Reliable	E	Interview
Positive Attitude to work	E	Interview
Circumstances		
Isle of Man Worker	D	Application
Flexible with hours/days	E	Interview
Physically able to carry out the requirements of the role	E	Pre-employment Checks