

Isle of Man Government

Department of Infrastructure - Public Transport Division Heritage Railways - Isle of Man Steam Railway

Job Description

Post:	Train Guard
Grade:	Skill Zone 1 / Pay Band 2
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Location:	Douglas\Port Erin Stations
Responsible To:	Transport Supervisor

Main Duties:

1. Acting as Guard on steam trains working between Douglas and Port Erin as rostered and in accordance with schedules. Carrying out the necessary operational tasks in conjunction with the Locomotive Crew.
2. Ensuring the safety of all passengers when boarding, alighting and travelling on trains.
3. The sale and checking of tickets and related items to the public. This will involve the regular use of an electronic ticket machine.
4. Dealing with and directing passenger enquiries to the relevant person.
5. Completing report forms for each journey, and other reports as necessary.
6. Preparation and cleaning of train carriages, on a daily basis, prior to each service and throughout the operational period as required.
7. Any reasonable duties compatible with the post of Train Guard as may be requested by the Transport Supervisor\Management in addition to those contained within the Railways General Rules and Regulations Book.

Qualities Required

- The nature of the work means that the Train Guard will need to be flexible in approach.
- Overtime, weekend work and unsociable hours and the necessity to work on Public Holidays are a requirement within the post for which enhanced rates of pay are applicable.

- The post holder should have a courteous and pleasant attitude.
- Personal track safety training may be required.

Personal Specification

Attributes	Essential or Desirable	Interview Assessment
Experience		
Relevant experience in a Customer focus environment.	E	CV/Interview
The ability to work as part of a team or on own initiative.	E	CV/Interview
Experience of cash handling.	E	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 imitative.	E	Interview
Reliable.	E	Interview
Positive Attitude to work.	E	Interview
Circumstances		
IOM Worker.	D	Application
Flexible with hours/days.	E	Interview