

Job Profile

Driver – Heritage Vehicles (Historic Character Team)

Purpose: To deliver exceptional standards of front-line customer service and other support to benefit increased public access, understanding and quality of visitor experience of the Museum and its purpose to capture and admire the achievements and cultures of the Black Country and its history and the impact this had on the wider world.

Key Responsibilities and Accountabilities

Responsibilities

- Contribute to visitor’s enjoyment, understanding and opportunities for learning through engaging narrated interpretation, operating the Public transport vehicles in the Museum’s collection to provide a timely and efficient service.
- Demonstrate an understanding of and sensitivity to meeting the needs of all visitors.
- Maintain and continually enhance personal knowledge of the Transport collection and its role in the history of the Black Country in order to increase public understanding and appreciation of this historic narrative
- Ensure high standards of presentation and exercise care of exhibits through adhering strictly to the operational guidelines and reporting issues which may arise.
- Undertake and pass medicals required by the role.
- To support the Historic Character team by working in other areas as and when required.
- To support the delivery of the Museum events programme, including Bank Holiday and evening work.
- To undertake any other duties appropriate to the job and in support of the Historic Character team.

Accountabilities

- Be attentive to the security of the Museum in an open public environment.
- Be attentive to the well-being and safety of visitors. Assist with access and help with general enquiries from visitors.
- Maintain a thorough and practical knowledge of emergency and health and safety procedures and assist with their effective development and implementation.
- Awareness and appropriate management of Health & Safety risks, associated with role.

Dimensions

- The Museum attracts approximately 330,000 visitors each year
- To work on the historic vehicles or other Museum locations as requested.
- To work within the Museums stated procedures and practices.

Working Relationships

- Responsible for providing accurate information and responding to questions from visitors on a daily basis
- Interacting with Team Manager on a regular basis, and attending team meetings. Information giving and receiving.
- Interacting daily with the Duty Manager. Information giving and receiving.
- Interacting with the Transport manager. Information giving and receiving.

**Person Specification:
(competencies, qualifications & experience)**

Essential

- Full UK driving licence (no more than 3 points).
- Experience of working with the public in front-line service
- Ability to follow precise instructions in relation to operational and Health & Safety requirements
- Good communication/presentation skills (especially to groups).
- Good customer care skills
- Knowledge, understanding and enthusiasm for the Black Country and its history.
- Good team working skills.

Desirable:

- Experience of driving large passenger vehicles.
- Cat D driving licence.
- Second language (conversational level).
- Current first aid certificate or current emergency aid training.
- Training in access issues, e.g., disability awareness
- Training in public speaking or presentation
- Accredited customer care training

Reports to: Team Manger (Historic Character Team)
Direct reports: None
Grade: Service Delivery 1

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