

ISLE OF WIGHT STEAM RAILWAY

ROLE DESCRIPTION

MUSEUM & HERITAGE GUIDE

Our department: HERITAGE & LEARNING

Why does the IW Steam Railway need my help with this?

Every day a committed team of enthusiastic volunteers give their time and energy to The Isle of Wight Steam Railway. Without their help, our important, beautiful, and fascinating slice of social and engineering history simply wouldn't exist. You'll be making an essential contribution towards to ongoing success of the railway.

The Isle of Wight Steam Railway is an Accredited Museum under the Arts Council England Accreditation Scheme, as well as an Educational Charity. Within this context, the Heritage & Learning department focuses on engaging and educating visitors on the history of railways on the Isle of Wight. A core part of this is the work of our range of Museum & Heritage Guides, who are either based within one of our museum areas such as our interactive discovery centre Train Story, support school groups visiting us, and/or provide visitors with guided tours or heritage talks.

The Museum & Heritage Guide role is a visitor-facing role, sharing the story of railways on the Isle of Wight with visitors and engaging them with the history of Isle of Wight Steam Railway. Volunteers have the option of only choosing a specific guiding role, such as supporting school groups, visitor tours or being based at Train Story, or to be part of all guiding opportunities.

What does the Isle of Wight Steam Railway Need a Museum & Heritage Guide to do?

- ✓ Greet and engage visitors to Train Story, answering questions and providing general information about exhibits/interactive activities
- ✓ Support school groups when on-site, including greeting them on arrival, guiding them around Havenstreet station, escorting the group to get their assigned train, and collecting the school group from the train
- ✓ Conduct site tours or 'History of Isle of Wight Railways' talks for groups of visitors or coach groups
- ✓ Guides need to be comfortable and confident engaging and talking with visitors

How will I be trained and supported in this role?

- ✓ Isle of Wight Steam Railway General Introduction and Health & Safety Briefing
- ✓ Isle of Wight Steam Railway Working at Height Training
- ✓ Training on the relevant guiding role(s) and procedures
- ✓ The opportunity to shadow experienced guides
- ✓ Background information on history of Isle of Wight railways/Isle of Wight Steam Railway will be provided

What can a Museum & Heritage Guide expect from the Isle of Wight Steam Railway?

- ✓ A warm welcome to our team, and the enjoyment of contributing to the success of railway
- ✓ Fair and respectful treatment at all times
- ✓ Appreciation for your efforts
- ✓ A comprehensive induction, and ongoing training and support
- ✓ Contributions towards, or supply of, clothing and any PPE necessary for your role
- ✓ References and certification of relevant in-house training to add to your CV
- ✓ A range of benefits, social events, experiences, and prize draws exclusive to our volunteer team

Suggested Minimum Hours

IWSR is open 5-7 days a week, a half-day or full day once a week. When IWSR is open 1-4 days a week, a half-day or full day a fortnight.

Physical Demands

Due to the nature of this role, guides need to be comfortable standing for long periods to greet and talk with visitors (all guide roles), walking around a museum space (museum-based guides), or around the site (guides supporting school groups/visitor groups).