

Gloucester Railway Carriage and Wagon Museum

Volunteering FAQ's

1. WHO CAN WORK AT THE MUSEUM?

Before you can become a Volunteer Working Member, you need to be a member of the Gloucester Railway Carriage and Wagon Museum Charitable Incorporated Organisation (GRC&WM CIO).

This not only provides you with the benefits of membership, but also covers you for insurance purposes.

More details about membership and to download a membership application form, please visit the Memberships page or speak to a volunteer today.

If you are under 16, you will have to be supervised by an older volunteer or parent/guardian to comply with the Health and Safety at Work Act.

Note: The constituent parts of the Gloucester Railway Carriage and Wagon Museum reserve the right to perform background checks on members; particularly Volunteer Working Members.

2. WHERE DO I WORK?

There are several departments that will make the museum run, they include (but not limited to):

- Archives
 - Curatorial roles and responsibilities including the creation of databases.
 - Looking after and maintaining collections and working towards Arts Council Accreditation.
- Operations
 - Demonstration Line
 - On-train staff e.g. *Guard & Ticket Inspector or carriage cleaner.*
 - Museum
 - Stewards – being the face of the museum, providing front of house during while ensuring public safety while on museum premises, answering any questions which visitors may have with regards its collections.
- Locomotive Department
 - Restoration, operation and maintenance of steam and diesel locomotives.

- Carriage & Wagon
 - Restoration & maintenance of Locomotives, Carriages, Wagons & road-based and other vehicles within the museum's collection.
 - Specialist repair and manufacturing of metal-based structures and equipment which form the structure of the museum or a railway.
 - Vehicle fault, maintenance & repair record keeping.
- Permanent Way & Civil Engineering
 - Restoration, construction & maintenance of the track and associated line side equipment and structures such as a bridge, platform or embankment.
- Signal & Telegraph
 - Systems installation, restoration & maintenance, of the signals, telephones and networks; also includes the structure of the signal boxes and the operation of signals during service days.
- Booking Office/Reception
 - Special event ticket sales and administration duties.
 - Answering telephone calls, emails and enquiries from the general public.
- Souvenir and second-hand books shop
 - Our very own retail outlet selling merchandise, transport related goods and second-hand books.
- Catering Department
 - Running of museum catering facilities i.e. Wagon Works Tea Room, once established.
- Education
 - Creating and implementing the museum's Educational Programmes and Workshops for schools, groups and other educational establishments.

If you are not sure where your area of interest lies, it may be a good idea for you to work in each department for a short while, until you have tried them all. This will also give you the opportunity of getting to know the other Volunteer Working Members. You can always change your department if you fancy doing something different.

A number of the Volunteer Working Members undertake several different roles in the differing departments; *it is up to you what you do!*

If you can't find anything in the list above, don't worry, contact us at: grcwm@outlook.com or via our website and I am sure we could accommodate you and your skills or interests within the museum.

3. WHAT SORT OF WORK WILL I DO?

Most of the work at the moment will involve the restoration of railway rolling stock (Carriages, Wagons and Locomotives), archive database creations and exhibition and trade stand creating and show attendance with the museum's portable mobile museum stand(s) and in the near future will include the laying and maintenance of track, the creation of museum buildings to house our ever growing collection of unique and rare artefacts and rolling stock and there will also be customer facing jobs such as working in the museum gift shop, Tea Room or booking office/reception and on train jobs such as ticket collector, guard or locomotive crew.

There are also the publicity/support function jobs that can be done away from the railway, examples are:

- Distribution of publicity materials (leaflets & posters).
- Creation of publicity materials.
- Attending exhibitions, fairs & fetes with the Museum's display/sales stand.
- Giving talks about the Museum.
- Website updating and development.
- Publicising the Museum using suitable forums and other websites.

Note: Volunteer Working Members who become involved with the running of the museum and trains (Loco crew, Signallers, Booking Office & on-train staff) will need some commitment to satisfy any rotas which are drawn up.

4. WHAT SPECIAL SKILLS CAN I OFFER?

Many Volunteer Working Members already have skills which are very useful to the museum. You may have a skill from your work or hobby which could be of great use.

For example, you may be a professional carpenter – in the museum this might mean you would enjoy working on carriage or wagon restorations.

Another example is electrical work; which covers a vast field including wiring low voltage lighting on rolling stock, ignition control circuitry on diesel locomotives, wiring for Signal & Telegraph, and 230/415 volt installations.

Many of our volunteers like to do something very different from their day to day jobs from driving locomotives to signalling or working “front of house” in

the booking offices, shops and Tea Room. It is your choice – so let us know what you would like to do.

5. WHAT SPECIAL SKILLS DO I NEED?

No special skills are needed as appropriate training will be given as required. You may find that you have a talent for something that you never even thought about.

The Museum will provide the following Mandatory Minimum Training requirements to all Working Volunteer Members:

- Personal Track Safety (PTS) — in case a track-based emergency arises all members can help; examples include a child's toy falling on to the track from the platform.
- Basic Health Check / Medical — comprising a well-being questionnaire, blood pressure check, chat about any medication or conditions & a colour blindness check.

Note: All Basic Health Checks will be undertaken by a qualified Medical Professional and full medical standards of confidentiality are maintained.

6. WHAT DO I NEED TO BRING?

If you are going to be working on or near the track, Orange Hi-Viz clothing is required (a vest, coat etc.) — it's a good idea to bring some even if you are working elsewhere. Alternatively, the museum will have a small supply of museum branded Orange Hi-Viz clothing available for volunteers to use.

Safety footwear and suitable outdoor clothing is especially recommended for the Infrastructure & Engineering departments' work.

7. WHEN DO I WORK?

The museum will be open to the public as much as possible as a requirement by the Charity Commission to allow the public access for at least half of the year or more, this would therefore include being open on Saturdays, Sundays and Bank Holidays throughout the year and these will most likely be the most active days for Volunteer Working Members. It is planned that the museum can and will be open as much as possible and its collections be made available online as well as at a physical site. As volunteers you can come and go as you please, some turn up only if the sun is shining — *It's up to you!*

To apply for a Volunteer Working Membership please see the Memberships page to download a membership application form. In addition to your completed form and subscription fee, you will need to send a recent UK passport size photograph (1 in x 1 in size) for use on your Volunteer Working Member / Staff Identity Card, this could be sent via email to grcwm@outlook.com.

Note: If you are a volunteer who has been rostered for a particular job such as Locomotive Driver, you will have to make yourself available for as long as the museum is open and would therefore, be unable to leave early.

8. HOW DO I GET INVOLVED?

Just pop along to an event the museum is attending, these can be found at <https://grcwm.jimdofree.com/special-events/> for a chat as that is the best way as that is when most members are about. Bring your membership details with you if you have them (if you are not already a member) and we can get you signed up and working, there and then. It is really that easy. Want more info? Just contact us via our website or via email: grcwm@outlook.com or you can telephone us on: 07859 357 827.