



East Somerset Railway

Cranmore Railway Station, Cranmore, Shepton Mallet, Somerset. BA4 4QP

Telephone Number: 01749 880417

E-mail: info@eastsomersetrailway.com

Volunteer Role Profile: Duty Manager

Purpose of the Role

The Duty Manager is the senior person on site during an operating day. They take overall responsibility for ensuring the safe, smooth, and enjoyable running of the railway for visitors, staff, and fellow volunteers.

Main Responsibilities

Safety

- Ensure all activities are carried out in line with the railway's Rule Book and procedures.
- Confirm sufficient staffing to operate safely.
- Ensure any visiting contractors operate safely and minimise disruption
- Monitor safety across the site and respond to incidents or emergencies as required.

Operations

- Oversee the day's timetable and keep trains and events running to plan.
- Coordinate between guards, signallers, drivers, station staff, and other departments.
- Resolve operational issues calmly and efficiently.
- Liaise with operations and engineering regarding availability of running stock

Volunteer Support

- Act as the main point of contact for volunteers on duty.
- Offer guidance, encouragement, and practical support.
- Help create a positive and cooperative working atmosphere.
- Provide feedback to the General Manager about how the day has gone.

Visitor Experience

- Ensure visitors are welcomed and enjoy their time at the railway.
- Maintain a visible presence on the site.
- Ensure site standards are maintained through the day.
- Handle queries and complaints politely and effectively.
- Be a visible, approachable presence around the site.

Skills and Qualities Needed

- Friendly and approachable, with good communication skills.
- Confident in making decisions and solving problems.
- Responsible, safety-minded, and calm under pressure.
- Able to encourage and support other volunteers.
- Reliable and flexible, with a "hands-on" attitude.

The East Somerset Railway Company Limited

A company registered in England No. 1261079 Registered Charity No. 271589 VAT No. 131566876

Web: www.eastsomersetrailway.com

Time Commitment

- A typical duty covers a full operating day, including opening checks and close-down.
- Operating days may be split into separate management shifts
- Frequency of duties is flexible and agreed with the General Manager.
- Training, mentoring, and ongoing support are provided.

Accountability

- Reports to: General Manager.
- Responsible for: Volunteers and staff on site during the duty period.
- Supported by: Operations Manager, Guard, Signaller, Driver, Platform Host, and other team leads.

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