NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

WELCOME HOST

START YOUR VOLUNTEER JOURNEY

Volunteers are the beating heart and soul of our much-loved living museum.

The North Yorkshire Moors Railway offers a wide range of experiences for those who love history, trains, and a unique experience. Volunteering presents you with the opportunity to meet new people from all walks of life. You'll gain worthwhile skills, and this can result in a real sense of achievement. Around 1000 volunteers work in various roles across the NYMR and they all bring something unique with them.

OVERVIEW OF WELCOME HOST ROLE

To serve and provide excellent customer service and delivering a great product to all our visitors, especially those who visit the welcome hut & booking offices. You are an integral part of the whole experience for our visitors and you can look forward to delivering excellent customer service in a unique environment, as well as helping deal with any enquiries in a pleasant and friendly way.

WHAT'S IN IT FOR YOU?

- becoming part of a friendly and dedicated team
- volunteering in a leading heritage environment and living museum
- learning new skills and taking on new personal challenges
- meeting new people and making new friends
- enjoying new experiences and gaining great personal satisfaction
- access to unique experiences, benefits, and discounts

We work hard to ensure that your volunteer experience with us is enjoyable and rewarding.

WHAT'S INVOLVED?

- meeting & greeting customers in a pleasant & friendly manner
- answer any visitor enquires in a professional manner
- assisting the visitors & printing pre purchased tickets & Thank you Vouchers.
- advising Customers about Membership & Gift Aid
- encouraging visitors to donate to seasonal appeals in support of the railway.
- help visitors to use and pay at the Car Parking Machine
- being on your feet for most of the shift
- lone working at times

DESIRABLE SKILLS

This role will suit people who... enjoy talking to customers, who have basic computer skills & are happy to advise customers about a range of products including membership and gift aid;

- understanding good customer service and care
- the ability to work as part of a team and alone
- the ability to multitask, happy working in a fast-paced environment
- enjoys upselling and encouraging to make donations

TRAINING

Full training will be available to support you in your role, in person and online.

- use the Merac till system and upsell products
- understand Gift Aid
- understand Membership
- processing Donations
- understanding the Car Park Machine

ADDITIONAL INFORMATION

ROSTER:
This is a rostered role where you will be able to confirm your availability in advance.

WHERE YOU VOLUNTEER:
Pickering Station (YO18 7AJ)

TIME COMMITMENT:
Usually, a turn lasts for 4 hours and we would warmly welcome at least two turns per fortnight during the operating season. We operate 5 days a week, Saturday – Wednesday & normally between April – October 7 days per week during the Sumer School Holidays. There may be hours during Special Events outside the operating season.

UNIFORM & EQUIPMENT:
A name badge will be provided. We ask that all volunteers dress smartly and appropriately to the role they undertake.

WHAT NEXT?
If this is a role that you are interested in please complete an Expression of Interest form available on the NYMR website, and a member of the Volunteering department will contact you shortly.
www.nymr.co.uk/volunteer

CONTACT US:
Thank you for considering volunteering at the NYMR. If you have any questions or queries you can contact us via email; volunteer@nymr.co.uk