



VOLUNTEER ROLE DESCRIPTION

BOOKING OFFICE CLERK

START YOUR VOLUNTEER JOURNEY

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



NYMR
KEEP US
STEAMING INTO
THE FUTURE
GET INVOLVED

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 BOOKING OFFICE CLERK ROLE

You'll be an integral part of the whole visitor experience, serving customers in our booking offices and helping to deal with any other enquiries in a pleasant and friendly manner. Often the first point of contact for our visitors, you'll inform our visitors of the ticketing options available to them, take both cash and card payments, and encourage our visitors to Gift Aid their purchases.

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.

YOUR DUTIES WILL INCLUDE

- serving customers at the till and issuing tickets
- answering visitor enquiries in a professional manner
- assisting in money handling

SKILLS REQUIRED

- a good understanding of excellent customer service and care
- the ability to work as part of a team
- be able to multi task and be comfortable working in a fast-paced environment
- high standard of numeracy and experience of cash handling
- excellent communication skills

TRAINING

Full training will be available to support you in your role, in person and online. This will include use of our Merac till system, understanding of Gift Aid, daily consolidation, and upselling.

GOATHLAND
STATION EST. 1865

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)
Goathland Station (YO22 5NF) or
Grosmont Station (YO22 5QE)

TIME COMMITMENT:

Usually a turn lasts for up to 8 hours and we would expect a minimum commitment of at least two turns per fortnight during the operating season. A normal rostered turn varies depending on location, this could be between the hours of 08:00 and 16:00 at Pickering for example. We operate seven days a week, normally between April and October. Special Events also operate outside these times.

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

