NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

TEA ROOM ASSISTANT

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 TEAROOM ASSISTANT ROLEE

We have charming tearooms at Pickering, Levisham, Goathland and Grosmont stations and in this role, you'll help to prepare food and drinks, serve our visitors, deal with enquiries, and undertake other necessary tasks to help deliver an exceptional service. You'll work as part of a team providing excellent customer service and be integral to the whole visitor experience.

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 and processing transactions through the till
- assisting in the preparation of food and beverages
- keeping the tearoom clean and well stocked
- clearing and wiping tables
- operating the dishwasher and hand washing pots where necessary

SKILLS REQUIRED

- have a good understanding of excellent customer service and care
- the ability to work as part of a team
- have excellent communication skills
- the ability to multi-task and be confident in a fast paced environment
- ideally have experience within a catering or retail environment and cash handling skills
- knowledgeable of hygiene and allergens with Level 2 Food Hygiene, or be keen to learn with appropriate training

TRAINING

All training will be provided to support you in your role, including how to use our Epos till systems. You'll learn how to prepare food and beverages whilst following good hygiene practices. In addition, you'll receive appropriate support to develop in the role and to complete your Food Hygiene Level 2 and Manual Handling.

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)
Levisham Station (YO18 7NN)
Goathland Station (YO22 5NF)
Grosmont Station (YO22 5QE)

TIME COMMITMENT:
Usually a turn will last for 4 – 8 hours depending on the outlet and you'll be on your feet most of the time. We would expect a minimum commitment of at least two turns per month during the operating season. We operate seven days a week, normally between April and October. Special Events also operate outside these times.

UNIFORM & EQUIPMENT:
A name badge and apron will be provided. We ask that you wear black trousers or skirt, black shirt and black closed toe shoes. To meet regulations, long hair must be tied back, and nail polish and jewellery are not allowed.

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