NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

EDUCATION & COMMUNITY ENGAGEMENT

Image courtesy Charlotte Graham

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 EDUCATION & COMMUNITY ENGAGEMENT ROLE

The NYMR is a heritage railway and living museum which remains highly relevant to our lives today and for the future. Education & Community Engagement volunteers support a wide range of learning activities for all ages, both on and off site.

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

- provide a warm, friendly welcome to all visitors
- supervise and/or assist with tours and interactive sessions
- deliver or assist with the delivery of formal and informal learning workshops for schools
- supervise and/or assist with themed family activities during school holidays
- support event and activities off site such as attending local shows and exhibitions
- ensure all working areas are kept clean, tidy and stocked with relevant resources

SKILLS REQUIRED

- an outgoing personality and the willingness to talk to visitors, both on a 1:1 and group basis
- have the ability to enthuse and facilitate learning
- enjoy working directly with all visitors to the railway and be able to use your own initiative
- have excellent customer service skills and the ability to work independently and as part of a team
- be flexible in taking on a variety of tasks

TRAINING

Full training will be available to support you in your role, delivered in person and online. We will help you to develop knowledge about the railway, gain a clear understanding of what will be required to deliver a positive engagement experience, and how to communicate effectively.

There is a DBS requirement for this role, organised by the NYMR, as well as additional safeguarding training that you will be required to complete.

ADDITIONAL INFORMATION

ROSTER:
This is not a rostered role. You will be notified of events and activities in advance and be asked to confirm your availability.

WHERE YOU VOLUNTEER:
Pickering Station (YO18 7AJ)
Goathland Station (YO22 5NF)
Grosmont Station (YO22 5QE)
Some activities can take place on train or in the local community.

TIME COMMITMENT:
We would be looking for a long-term contribution ideally. Activities take place throughout the year, and we would expect a minimum commitment of two turns per month. We operate seven days a week, normally between April and October. Special Events also operate outside these times.

UNIFORM & EQUIPMENT:
We will provide you with a name badge and NYMR tie/scarf. 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