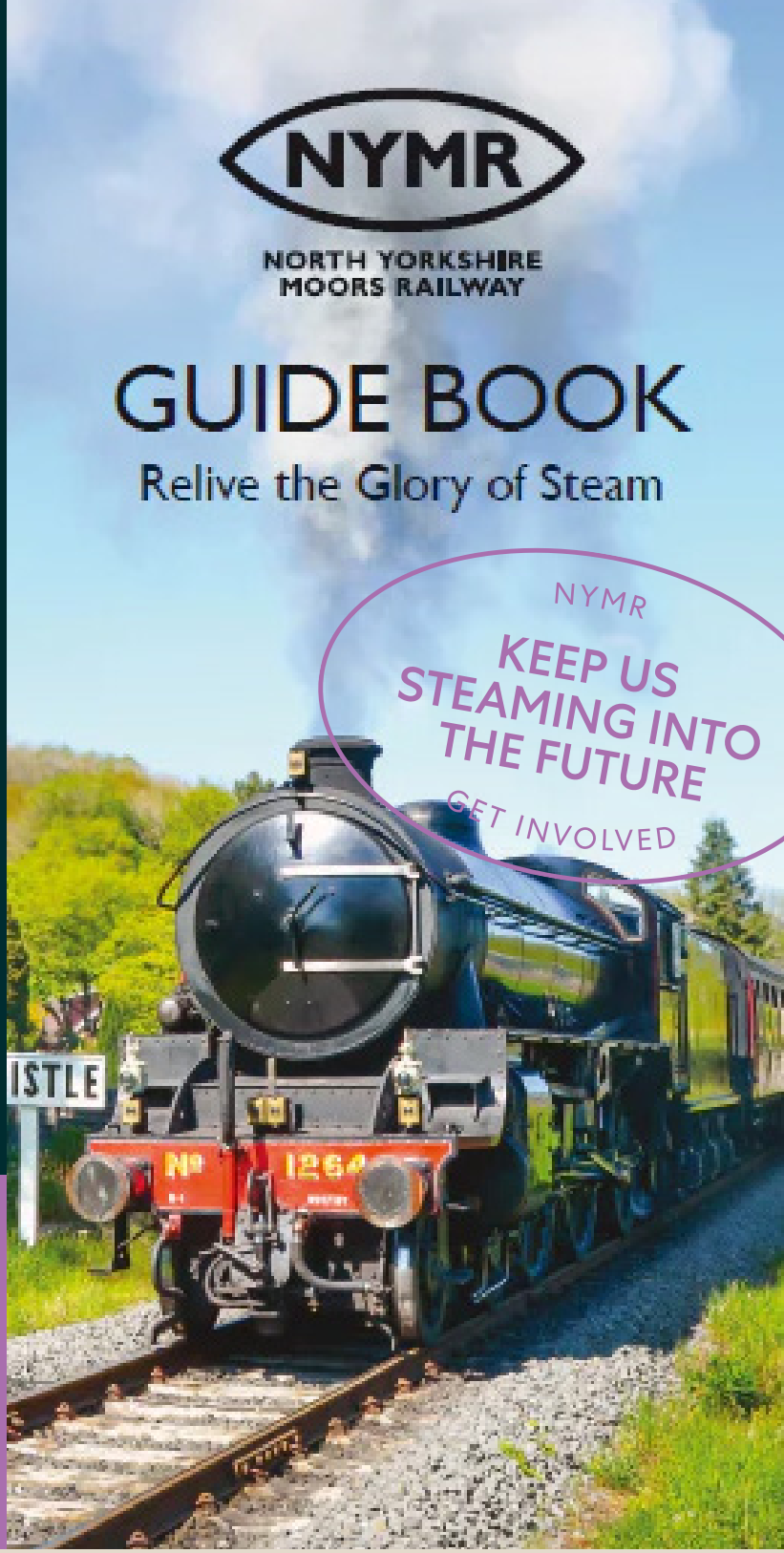
NORTH YORKSHIRE MOORS RAILWAY

VOLUNTEER ROLE DESCRIPTION

GUIDE BOOK SELLER



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 GUIDE BOOK SELLER ROLE

You will begin your day by collecting Guide Books and a cash float from Pickering or Grosmont Station Shop. You'll then head out onto the trains where you'll spend your day selling books and talking to passengers. At the end of the day, you'll return to your starting point and count up your sales and cash takings. You will need to bring a packed lunch or hop off enroute for your lunch.

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

- selling our Guide Book on a moving train
- serving passengers in a pleasant and friendly manner
- taking cash payments
- report back to your starting point with the correct cash takings for the day

SKILLS REQUIRED

- have excellent communication skills
- have a good understanding of excellent customer service and care
- have experience of cash handling and retail environment ideally
- have great sales skills
- can work on your own and use your own initiative

TRAINING

Full training will be available to support you in your role, including how to generate sales and help raise vital income for the railway.

N.Y.M.R.
STEAM TRAIN
Whitby to Pickering

ADDITIONAL INFORMATION

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

WHERE YOU VOLUNTEER:
You will start and end your day at either Pickering Station (YO18 7AJ) or Grosmont Station (YO22 5QE)

TIME COMMITMENT:
Usually a turn lasts for up to 6 hours and we would expect a minimum commitment of at least one turn per month during the operating season. A normal rostered turn could be between the hours of 09:00 and 15:00. 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

Image courtesy Charlotte Graham