NORTH YORKSHIRE NYMR MOORS RAILWAY

VOLUNTEER ROLE DESCRIPTION

DOOR STEWARD

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 DOOR STEWARD ROLE

To ensure the safe operation of our Whitby services that run over Network Rail, making sure that nobody is leaning out the windows and providing a point of contact for the passengers. You will be allocated a set of 4 doors by the guard who will give you a briefing at the start of the day. Monday to Saturday involves 4 trips between Grosmont and Whitby, starting at 0845 with two lengthy breaks in Whitby and Grosmont. On Sunday's we run one train to Whitby on the pink timetable (10:30 – 15:00) and two trains on the blue timetable (10:30 – 17:00).

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
- ensuring no passengers are leaning out of the windows
- assisting passengers with any questions during their journey
- working as a member of train crew with guards and ticket inspectors
- meeting new colleagues
- 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, travelling by train and are keen to stay on their feet most of the day.

- understanding good customer service and care
- understanding of the safety of passengers
- the ability to multitask, happy working in a fast-paced environment

TRAINING

Full training will be available to support you in your role in person

- how to lock carriage doors
- understand when it is safe to unlock doors
- route knowledge
- the layout of the carriage doors
- understanding the timetable and platforms

ADDITIONAL INFORMATION

ROSTER:
This is a rostered role where you will be able to confirm your availability in advance, however you may click to volunteer on vacant turns once a roster is published.

WHERE YOU VOLUNTEER:
You will start and end your day at Grosmont station (YO22 5PA)

TIME COMMITMENT:
Usually, a turn lasts for 7 hours with an hour break in Whitby from 11am and a two hour break in Grosmont from 14:40 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 Summer 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