NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

SHOP 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 SHOP ASSISTANT ROLE

You'll be an integral part of the whole visitor experience, helping to deal with any enquiries in a pleasant and friendly way. As Shop Assistant you will serve customers, provide excellent customer service and help drive sales, all in a unique environment.

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 answering queries
- taking card and cash payments
- stock replenishing
- keeping all areas clean and tidy

Pickering - you will be working with another member of staff
Goathland - you will be lone working and required to open and close the premises
Grosmont - a mixture of joint and lone working
Grosmont Shed Shop - you will be working with another member of staff

SKILLS REQUIRED

- have a good understanding of excellent customer service and care
- the ability to work as part of a team or on your own
- have experience of working in a retail environment and cash handling skills ideally but not essential
- have excellent communication skills

TRAINING

Full training will be available to support you in your role, in person and online. If you would like to work independently, you will be trained in the opening and closing procedures and will be provided with lone working training.

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)
Grosmont Station (YO22 5QE) or
Grosmont Shed Shop (YO22 5BJ)

TIME COMMITMENT:
Usually a turn lasts for up to 8 to 9 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 0820 and 1640. 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 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