NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

STATION STAFF

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 STATION STAFF ROLE

Station staff act as representatives of the NYMR on the platforms and assist our visitors with boarding and alighting from our services, and by providing information. Reporting to the Station Foreman and liaising with other staff, volunteers, and departments, you will ensure that the station areas are safe and tidy.

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?

- provide a warm and friendly welcome to all visitors
- pass on information such as train times, delays, and facilities available
- assist visitors to board and alight from trains safely
- keep station areas tidy

DESIRABLE SKILLS

- have a good understanding of excellent customer service and care
- situational awareness, good concentration and anticipation of risk
- the ability to work as part of a team or on your own
- ability to listen and communicate effectively
- good problem solving and decision making skills

TRAINING

Training will be provided to support you in your role both in person and online. This will include procedures to deal with incidents and disruption to services. During your training you will receive regular 1:1 assessments and support and advice will be available from experienced member of the team throughout your journey. With relevant training, you can progress to Foreman from this role with added duties and responsibilities.

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)
You will initially be allocated to one station and can subsequently train to volunteer at others along the line.

TIME COMMITMENT:
Usually a turn lasts for up to 9 hours and we would expect a minimum commitment of at least one turn 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 tie/scarf will be provided.
We ask that all volunteers dress smartly and appropriately to the role they undertake. We are unable to provide uniforms but offer guidance on what is acceptable and how to obtain these items.

WHAT NEXT?
If this is a role that you are interested in, please complete an application form available on the NYMR website www.nymr.co.uk/volunteer, and a member of the Volunteering department will contact you shortly.

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