NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

CATERING EVENT SUPPORT

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 CATERING EVENT SUPPORT ROLE

This role involves creating a positive, engaging experience for our passengers by assisting our Catering Manager with on-site needs as they arise and be the welcoming face of the NYMR and play avital part in the successful delivery of events.

Support staff and volunteers to help cretae an organised and positive experience for the attendees by contributing to the overall success of the event through teamwork.

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?

- support and assist our Catering Manager in preparation for special events
- liaise with catering outlets and other departments within the Railway
- help in managing stock levels, ordering and checking of deliveries
- some movement of stock and catering equipment between venues
- help coordinate setting up and shutting down of temporary outlets i.e. Hot drinks stations
- be included with our Christmas Emporium, Steam Gala BBQ and more
- assist with operating pop-up venues during events

DESIRABLE SKILLS

- have a good understanding of excellent customer service and care
- the ability to work as part of at team
- be able to multitask and be comfortable working in a fast-paced environment
- high standard of numeracy and experience of cash handling
- have excellent communication skills

TRAINING

- any necessary training will be provided
- on-the-day briefing and guidance provided
- support from Catering Manager throughout the event

ADDITIONAL INFORMATION

WHERE YOU VOLUNTEER:
Pickering Station (YO18 7AJ)
Levisham Station (YO18 7NN)
Goathland Station (YO22 5NF)
Grosmont Station (YO225QE)

TIME COMMITMENT:
We would warmly welcome volunteers who can offer their time across multiple events during the season. Special events run between March – December. We're grateful for any time you're able to give, whether on a regular or ad-hoc basis and hope you'll consider joining our growing team of dedicated volunteers.

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 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