NORTH YORKSHIRE MOORS RAILWAY

NYMR

VOLUNTEER ROLE DESCRIPTION

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 EVENT SUPPORT ROLE

Event Support Volunteers are the welcoming face of the NYMR and play a vital part in the successful delivery of events. This role involves creating a positive, engaging experience for our passengers by assisting with greeting visitors, offering directions and information, and responding to on-site needs as they arise.

Event Support Volunteers help create a welcoming, organised and positive experience for attendees by providing friendly customer service and 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?

- greet attendees warmly and assist with check-in
- provide directions, schedules, and general event information
- monitor event areas to ensure safety, comfort, and flow
- assist with crowd management and seating
- respond to attendee questions and escalate issues to event leads when necessary
- help with setup and/or breakdown of event spaces (as assigned)
- provide assistance across all aspects of the event as required
- represent the event and organisation in a professional, friendly manner

DESIRABLE SKILLS

- friendly, approachable, and confident communicator
- strong customer service mindset
- reliable, punctual, and well-organised
- able to remain calm and positive in busy environments
- comfortable working independently and as part of a team
- willing to follow instructions and adapt to changing needs

TRAINING

- on-the-day briefing and role guidance provided
- support from Event Leads throughout the event.

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 (YO225QE)

TIME COMMITMENT:
We would warmly welcome volunteers who can offer their time across multiple days during the season, as activities take place throughout the year. 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