NORTH YORKSHIRE NYMR MOORS RAILWAY

VOLUNTEER ROLE DESCRIPTION

IT TRAINER

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 IT TRAINER ROLE

The Volunteer IT Trainer will provide basic, practical IT training and support to NYMR staff and volunteers. Many of our team come from non-technical backgrounds, and this role exists to build their confidence with everyday computing tasks – from sending emails to staying safe online. The trainer will deliver dedicated training sessions and informal drop-in sessions along the line, where volunteers and staff can seek help with simple IT queries.

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

The volunteer trainer will arrange and deliver two types of sessions:

Dedicated Training Sessions
- Pre-arranged group sessions covering specific topics from the scope list above.
- Scheduled sessions in coordination with the IT Manager and communicated in advance to staff and volunteers.
- Held at Pickering (Learning Coach), Grosmont (MIC) or other locations as appropriate.

Drop-in Sessions
- Informal, open sessions where volunteers and staff can bring simple IT questions.
- The trainer should use good judgement about what is reasonable to help with. Complex personal IT problems should be politely declined.

Training Topics in Scope
The following topics define the initial outline scope of this role. This list is subject to change and will be reviewed periodically by the IT Manager to reflect evolving needs, new systems, and feedback from training sessions.

Smartphones
- What is a smartphone? Do I have one?
- How do I browse the internet on a smartphone?
- How do I clear the cache, close tabs, and search on a smartphone?

Wi-Fi & Connectivity
- What is Wi-Fi?
- How do I connect to the NYMR Wi-Fi (NYMR-BYOD)?

Internet & Web Browsing
- What is the internet?
- How do I browse the web?
- How do I save pages and access favourites?
- How to save username and password on your device.

Online Safety & Security
- What is a phishing email? How do I spot a dangerous email?
- What is a virus? What is malware?
- What is antivirus software – do I need it?
- How do I save and store passwords securely?
- What is Two-Factor Authentication (2FA)? Do I need it for my personal accounts?
- How do I change a password?

Email
- What is Microsoft Outlook and any other options that are available?
- How do I send, receive, and reply to emails?

Documents
- What is a document? (Word and Excel basics)
- How do I save, open, and search for documents?

NYMR Systems & Tools
- What is SharePoint? Do I need it?
- What is OneDrive? Do I need it?
- How do I access HOPS?

Data Protection
- What is GDPR? What are my obligations as a member of staff or a volunteer?

What This Role Is Not
To set clear expectations, the volunteer IT trainer is not expected to:
- Diagnose or fix hardware faults.
- Install or configure software on NYMR systems.
- Provide IT support for NYMR-managed devices or infrastructure.
- Reset passwords on NYMR systems (refer to IT Manager).
- Provide advice on purchasing IT equipment.
- Act as a substitute for the IT Manager or the IT department.

SKILLS REQUIRED

The ideal volunteer for this role will have:
- Patience and a friendly, approachable manner.
- Confidence using everyday IT (email, web browsing, documents, smartphones).
- The ability to explain technical concepts in simple, jargon-free language.
- A willingness to learn and follow the guidance provided by the IT Manager.
- An understanding of the importance of data protection and confidentiality.

This role covers basic user-level IT training only. The trainer is not expected to troubleshoot complex technical problems, configure NYMR systems, or provide advanced IT support.

TRAINING

- Full induction and briefing from Chris Flynn (IT Manager) before commencing the role.
- A printed Training Guide covering all topics in scope (provided alongside this role profile).
- Ongoing support and guidance from the IT Manager.
- Access to NYMR training facilities at Pickering and Grosmont.

The trainer will be fully briefed and trained by Chris Flynn (IT Manager) before commencing the role. Any significant problems, system issues, or queries beyond basic user training must be referred back to Chris Flynn without delay.

ADDITIONAL INFORMATION

ROSTER:
This is not a rostered role.

WHERE YOU VOLUNTEER:
Pickering Station (YO18 7AJ) or
Grosmont Station (YO22 5QE) &
Other locations along the line if required.

TIME COMMITMENT:
We're grateful for any time you're able to give, whether on a regular or ad-hoc basis. It would be extremely beneficial if able to cover one day every two weeks.

EQUIPMENT:
All necessary equipment will be provided.

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