

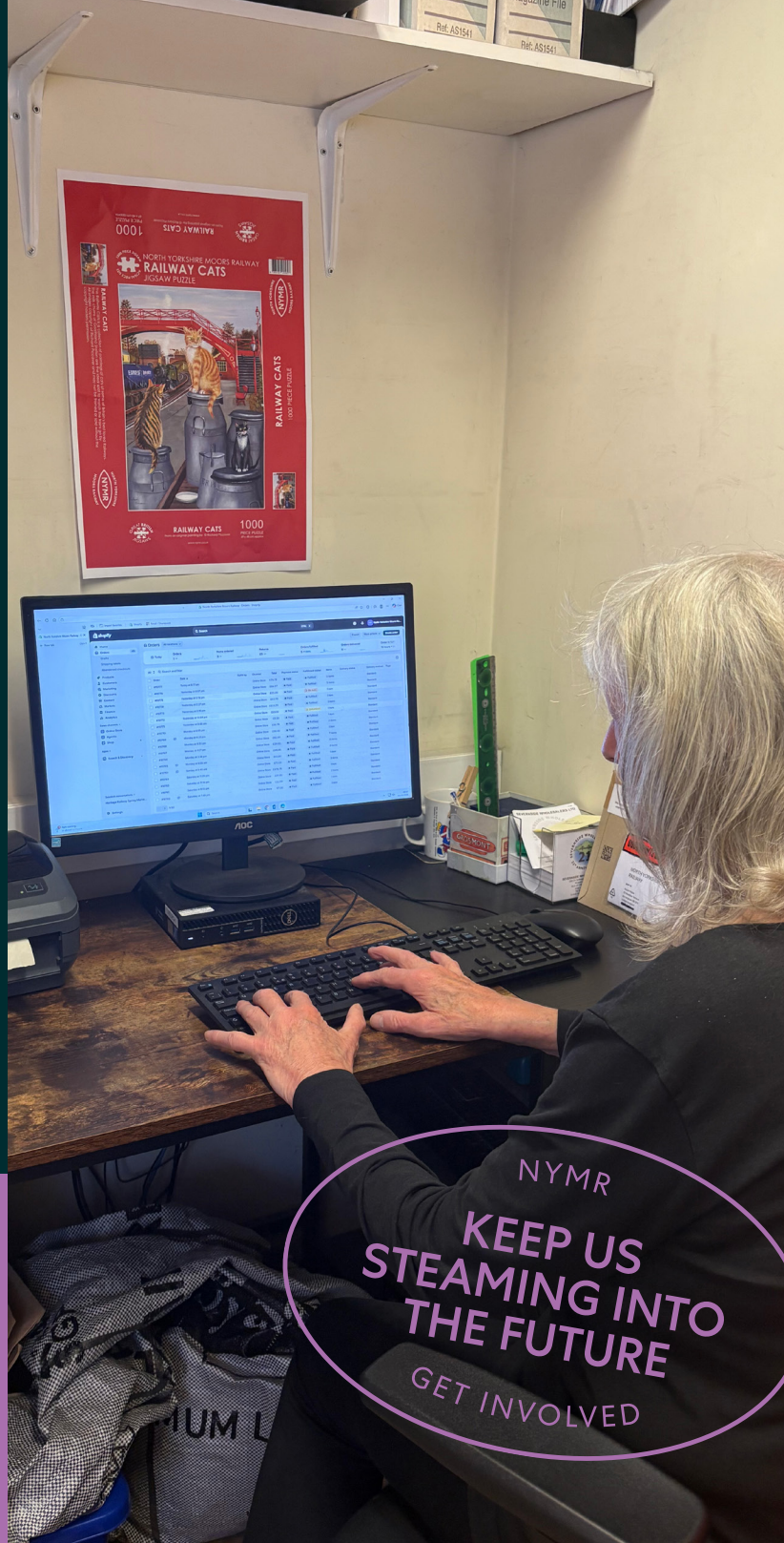


VOLUNTEER ROLE DESCRIPTION

ONLINE SALES 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 EVENT SUPPORT ROLE

You'll be an integral part of the online shopping experience, checking and processing orders on our online shop. You will be using our system to pull down orders, identify and locate stock, and pack it up for posting. This is a back-office role but offers a great insight into the retail department and is based in a unique environment on Pickering Station.

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

- using a PC to check and print off orders and picking lists
- picking stock from the storeroom and shop and packing it up for posting
- franking mail and taking it to the Post Office
- organising packaging materials
- keeping all areas clean and tidy
- you will be working independently with other members of the team on hand

SKILLS REQUIRED

- have a good understanding of the online shopping process
- the ability to work as part of a team or on your own
- have experience of working in a retail environment and/or back-office software skills ideal - but not essential
- have excellent communication and organisation skills

TRAINING

Full training will be available to support you in your role, in person and online.

ADDITIONAL INFORMATION

ROSTER:

This is a rostered role where you will be able to confirm your availability in advance.

WHERE YOU VOLUNTEER:

You will start and end your day at Pickering Station (YO18 7AJ)

TIME COMMITMENT:

Usually a turn lasts for 3-5 hours and we would warmly welcome a commitment of at least one turn per week during the operating season, with increased hours in the run up to Christmas, although other support will be provided. (Alternatively, as a job share, one turn a fortnight). A normal rostered turn could be between the hours of 0900 and 1500. Online orders come through 25/7 although we post out six days a week. Regular hours between April and October, with orders increasing in November and December.

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

