

**NATIONAL RAILWAY MUSEUM, YORK**  
**VISITOR EXPERIENCE VOLUNTEER**  
**ROLE DESCRIPTION**

**Role Details:**

Title: **Visitor Experience** Volunteers  
Department: Visitor Experience  
Reports to: Visitor Experience Duty Managers  
Hours of work: For administrative reasons we would normally expect volunteers to commit to one half-day per month, and for no more than one day per week. The team is here to cover the opening times of the museum and the rota reflects this.  
Shifts: Morning: 09.45 (attending morning briefing) – 13.45  
Afternoon: 13.30 (15 minute hand over) -17.00

**Purpose**

**of the Role:** To provide a world class customer service to all visitors to the Museum, one which enhances their enjoyment of the museum, leading to greater visitor understanding of its collections, facilities and commercial activities and increasing its reputation as a visitor attraction.

**Role**

**Context:** The National Museum of Science & Industry comprises the Science Museum (SM), London, the National Railway Museum (NRM), York, the National Media Museum (NMeM), Bradford and Locomotion in Shildon. It is the world's pre-eminent museum in the field of science, technology, industry and medicine, serving some four and a half million people annually. The Museum is governed by a Board of Trustees, appointed by the Prime Minister, and is funded by grant-in-aid through the Department of Culture, Media and Sport .

This post is based at the National Railway Museum, York.

The two Information Points provide an important service to visitors, and are entirely staffed by Volunteers, without whom this service could not function effectively. As such, the Museum requires enthusiastic and committed volunteers, with a level of interpersonal and customer care skills appropriate to the delivery of a high quality service.

**Dimensions**

**of the Role:** Responsibility for staff: Nil  
Responsibility for budgets: Nil

**Responsibilities:** To ensure Information Points are staffed during allocated roster times, from 10.00 until 17.30

Morning team members should attend the 9.45 briefing

Afternoon members should ensure they are in position at the Information Point in time for the 13.30 handover.

To be courteous, welcoming and reassuring to all visitors.

To be well informed of all facilities, events and exhibitions taking place in the Museum and to actively promote these to enhance the enjoyment of visitors.

To ensure that guidelines on the display of NRM literature and approved leaflets, are adhered to and correctly stocked.

To be a point of contact for missing persons or lost items, following NRM policies

To answer queries or seek the assistance of those who can do so

To give clear directions to other parts of York

To perform any other reasonable tasks, as requested by the line manager, which might involve work away from the information point

**Training:**

To attend an induction course

To attend a minimum of one Volunteer Seminar per year

To attend all relevant Health and Safety training including passing NMSI E-learning H&S test

To attend external training as required

To pass a 3 month trial period

**Candidate**

**Specification: Must:**

Have customer care experience

Be of a smart appearance

Be able to work as part of a team

Be able and willing to work unsupervised

Have excellent time-keeping

Be able to follow NRM health & safety procedures

Be computer literate i.e. to be able to access emails and to use relevant search engines

Pass a CRB check

**May:**

Have knowledge of the railways, past and present

Have experience of working in a heritage environment