

**VOLUNTEER MUSEUM ASSISTANT**  
**ROLE DESCRIPTION**

<b>Title:</b>	Volunteer Museum Assistant
<b>Department:</b>	Locomotion Front of House
<b>Location:</b>	Locomotion – The National Railway Museum at Shildon
<b>Hours of work:</b>	To be agreed

**Role Context:**

Locomotion – The National Railway Museum at Shildon is a partnership between the National Railway Museum and Durham County Council.

The museum showcases more than 70 vehicles from the National Collection; and explores the railway history and heritage of Shildon and the surrounding area.

Locomotion – The National Railway Museum at Shildon welcomes visitors from all sectors – including local families, railway enthusiasts, tourists, corporate clients, and educational groups.

**Purpose of the Role:**

To help provide a service to all visitors which enhances their enjoyment, leading to greater understanding of the museum's collection, facilities and commercial activities, and increased reputation as a visitor attraction.

**Duties:**

- 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 visitor enjoyment.
- To answer queries, or seek the assistance of those who can do so.
- To assist with preparing educational materials for pre-booked groups.
- To assist with administrative tasks such as sending out mailings.
- To give visitors access to selected locomotive footplates, ensuring safety at all times.
- To perform any other reasonable tasks, as requested by the Front of House Officer, Education Officer, or Events Officer.

**Training:**

- Induction training
- Health and safety training
- Task specific training
- Please note that this role is subject to an initial performance review after four weeks, and then update performance reviews every six months

**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 and DCC health & safety procedures
- Pass a CRB check

**May**

- Have knowledge of the railways, past and present
- Have experience of working in a heritage environment

*PP*

*February 5, 2010*