

NATIONAL RAILWAY MUSEUM, YORK
RAILFEST 2012
LUNCH COVER ROLE DESCRIPTION

Title: Lunch Cover Volunteers
Department: Railfest
Reports to: Railfest Volunteer Manager (Matthew Hick)
Date: 2-10 June
Hours: 11am-2.30pm
Induction: Will take place during the last two weeks in May

Role context: Railfest 2012 is a huge 9-day festival of railways. It will take place in June at the National Railway Museum in a space the size of 11 football pitches and run daily from 9.30am to 6pm, with the exception of the 8-9 June when Railfest will open until 9pm. Railfest will offer visitors of all ages the opportunity to enjoy over 30 record-breaking locomotives, ride on trains of all sizes and catch a glimpse of rarely-seen vehicles like snow ploughs and leaf blowers.

**Purpose
of the Role:**

We are looking for enthusiastic and knowledgeable volunteers to help provide lunch cover for our teams of Cab Access and Information Stand volunteers. Pairs of volunteers will be expected to welcome visitors to the locomotive/Information Stand and answer any enquiries they might have. Information on the locomotives will be provided so that volunteers can improve their knowledge prior to the event.

For reasons of Health & Safety, and customer service, at least one volunteer will be required to stay with the locomotive/Information Stand at all times.

This is an ideal opportunity for individuals who are interested in railway heritage or who want experience of assisting at a major event, or National Museum, to get involved in an exciting and inspiring project.

Please note that all successful candidates will need to be available for an induction day that will take place during the last two weeks in May.

Responsibilities: Arrive 15 minutes prior to start of shift to allow for hand over with those volunteers going on their lunch
Manage queues (Cab Access only)
Ensure cabs/Information Stands are open during the busy lunch period
Have an understanding of locomotives and how they fit into the event (Cab Access only)

Ensure visitors feel welcome

Provide support for those visitors who may not be able to access the locomotive (Cab Access only)

Provide accurate information at a level appropriate for the audience

Have an understanding of the wider event

Ensure health and safety requirements are met

Training: Event induction
Health and safety
Fire evacuation

Candidate Specifications

Must: Be able to work as part of a team
Be happy working with the public
Be approachable and friendly
Have good customer service skills
Be able and willing to work unsupervised
Have excellent time keeping
Have knowledge of the railways (Cab Access only)