

**NATIONAL RAILWAY MUSEUM, YORK
VE ADMINISTRATIVE SUPPORT VOLUNTEER
ROLE DESCRIPTION**

Role Details:

Title: VE Administrative Support Volunteer
Department: Visitor Experience
Reports to: Visitor Experience Duty Manager
Hours of work: 1 Day per week (10.30–16.00 or flexible to suit)

Purpose

of the Role: To provide administrative support to the NRM's Visitor Experience Duty Management team.

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: The National Railway Museum 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 .

The VE Team at the NRM is currently responsible for supervising 3 different volunteer projects. Support is now required to help effectively administer the different elements of these projects. Due to an expected increase in the number of volunteers, the VE team require administrative support in order to help deliver the high standards expected by the NMSI.

Dimensions

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

Responsibilities: To maintain contact with the volunteer groups (e.g. produce emails)

To help in the production of rosters, as required
To help ensure H&S records and paperwork are maintained
Create and update Information Point file
Other duties as required

Training:

To attend an induction course
To attend all relevant Health and Safety training including passing NMSI e-learning H & S toolkit.

Candidate

Specification: **Must:**
Be computer literate
Be happy communicating with a wide range of people
Flexible
An able to work unsupervised and also as a member of a team

May:

Experience of working in an administrative environment