

NATIONAL RAILWAY MUSEUM, YORK
RAILFEST 2012
INFORMATION STANDS ROLE DESCRIPTION

Title:	Information Stand Volunteer
Department:	Railfest
Reports to:	Railfest Volunteer Manager (Matthew Hick)
Date:	2-10 June
Hours:	9.15am-5pm (1 hour rostered lunch) 6pm-9pm (8-9 June only)
Induction:	Will take place during the last two weeks in May
Role context:	<p>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.</p>
Purpose of the Role:	<p>We are looking for enthusiastic and customer-focused volunteers to help run information stands at Railfest. Pairs of volunteers will be expected to welcome visitors to the event and answer any enquiries they might have. For reasons of customer service, at least one volunteer will be required to stay with the Information Stand at all times. Lunch breaks will be rostered by the Railfest Volunteer Manager.</p> <p>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.</p> <p>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.</p>
Responsibilities:	<p>Attend 9.15am event briefing or 6pm briefing on 8-9 June</p> <p>Ensure the Information Stands are open for the duration of the day</p> <p>Know what is happening around the site</p> <p>Have an understanding of where things are taking place</p> <p>Be polite and welcoming</p> <p>Provide accurate information at a level appropriate for the audience</p>

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 great customer service skills
Be able and willing to work unsupervised
Have excellent time keeping

May: Have a knowledge of the railways