

National Railway Museum, York

Mystery on the Rails Season - Event Volunteer

Department: Learning and Events
Reports to: Learning and Public Events Coordinator
Season: 21st March – 4th September 2017.
Days: Opportunities to volunteer during May Bank Holiday: 29 April – 1 May; Easter: 8 – 23 April; Half Term: 27 May – 4 June; Summer: 26 July – 3 Sept or on Mondays throughout the season.
Hours: Most activities will take place during the day 10.30 – 4.30. Half day or full day roster slots will be available.

About us:

The National Railway Museum is one of the world's premier railway museums, with a collection of over one million objects. Since our formation in 1975 volunteers have played an important role in our success. Volunteers help us make the museum the exciting, interesting and enjoyable place it is today.

The role:

We are looking for volunteers to support our Mystery on the Rails events season during our busy school holiday and bank holiday periods. You don't need to have railway experience – just lots of enthusiasm for engaging with our visitors and be willing to take part!

Volunteers will support staff facilitating activities and events, usually working in a team of two or more. Volunteering will usually involve helping visitors when they take part in our drop-in activities programme, but there may also be opportunities to support our evening events.

The event:

Mystery on the Rails Season will take place March – September 2017. It explores the ways railways have inspired literature and film. The season includes 'The Missing Passenger', a site-specific exhibition trail and a season of events including cinema nights (dates and details tbc) a highlights weekend with the British Transport Police for May Bank Holiday and regular drop-in activities, including:

Case Files invites visitors to try their hand at crime writing. In term time a local author will be working with visitors. During school holidays families will be able to try a 'consequences' style creative writing game. Object handling using items from the collection will inspire writing activities.

Rogues Gallery explores facial recognition techniques using methods from 1920s and 30s and today. Visitors will be able to try to:

- try matching the criminals to crimes using a line-up of mug shots and descriptions from our collection
- take part in demonstrations of cutting edge EvoFit software used today – this activity will help researchers in the University of Leeds collate information on how people identify strangers as part of a research project.

Volunteer duties:

You will help us by:

- Giving a warm welcome to drop-in activities and at The Missing Passenger welcome area, encouraging visitors to take part
- Giving one to one help with the individual activities that make up Case Files and Rogues Gallery– you might be helping families write their stories in Case Files or even helping people use the EvoFit demonstrations on tablets in Rogues Gallery
- Helping with set-up/tidy-up as required

- Engaging with a wide variety of audiences to help facilitate a fun and friendly experience for our visitors
- Directing visitors to other exhibitions, facilities and activities
- Helping guests who are queuing during busy periods
- Help our evaluation by monitoring attendance or encouraging people to complete evaluation material, and giving feedback on the volunteer experience.

Why this role:

You will have opportunity to develop transferrable customer service and event skills as part of the team delivering a creative and innovative programme at a national museum. Volunteers will make a real difference to our visitor's experiences at the museum. It's a great volunteer opportunity if you:

- Want to gain experience in a visitor-facing role in a busy museum
- Want to gain experience of event management or museum learning.

You:

You will definitely have...

- An enthusiastic, positive and polite attitude
- Confidence to engage with all types of people - particularly with families
- Great communication skills
- Excellent timekeeping
- Flexibility; a willingness to adapt to the changing needs of the event
- Good problem-solving skills
- Ability to work well independently and as part of a team
- A commitment to reliably attending the museum on mutually agreed days.

It would be good if you have...

- Experience of assisting at or delivering events
- Experience in a customer-facing role
- An interest in learning in museums / public events
- Some knowledge of NRM facilities, and events and exhibitions taking place in the museum (induction and training will be provided).

Training:

If you are new to the museum you will attend a museum induction, including Health and Safety and Basic Rail Safety Training; you will also receive departmental training covering your role duties and the events and activities in our Mystery on the Rails season.

Applying for this volunteer role:

Please complete an application form and return it by email or post to the Volunteer Team. Potential volunteers will be invited to attend an informal interview. You'll be asked to complete a Basic Disclosure check and give us your preferred availability for volunteering at the interview.

Completed application forms should be returned to:

The Volunteer Team
National Railway Museum
Leeman Road
York
YO26 4XJ

Email: volunteer.nrm@nrm.org.uk Tel: 01904 685737