

## National Railway Museum, York Visitor Experience Volunteer

**Department:** Visitor Experience  
**Reports to:** Duty Managers, via Volunteer Day Team Leader  
**Days:** Any day of week  
**Hours:** Please see the rota for Information Points below:

Day	Morning Shift	Afternoon Shift
Monday	9:45 – 13:45	13:30 – 17:30
Tuesday	9:45 – 13:45	13:30 – 17:30
Wednesday	9:45 – 13:45	13:30 – 17:30
Thursday	9:45 – 13:45	13:30 – 17:30
Friday	9:45 – 13:45	13:30 – 17:30
Saturday	9:45 – 13:45	13:30 – 17:30
Sunday	9:45 – 13:45	13:30 – 17:30

**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.

**Our department:** The Visitor Experience department is the customer facing side of the museum. From the entrances through to the Car Park we look after visitors throughout their visit. Our Information Points provide an important service to visitors, and are entirely staffed by Volunteers, without whom this service could not function effectively.

**The role:** The Museum requires enthusiastic and committed volunteers, with a level of interpersonal and customer care skills appropriate to the delivery of a high quality service. Volunteers provide a world class customer service to all visitors to the Museum, one which enhances their enjoyment of the museum, leading to greater visitor understanding of its collections, facilities and commercial activities and increasing its reputation as a visitor attraction.

**Duties:**

- To ensure Information Points are staffed during allocated roster times, from 10.00 until 17.30
- Morning team members should attend the 9.45 staff briefing
- Afternoon members should ensure they are in position at the Information Point in time for the 13.30 handover.
- 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 the enjoyment of visitors.
- To ensure that guidelines on the display of NRM literature and approved leaflets, are adhered to and correctly stocked.

- To be a point of contact for missing persons or lost items, following NRM policies
- To answer queries or seek the assistance of those who can do so
- To give clear directions to other parts of York
- To perform any other reasonable tasks, as requested by the line manager, which might involve work away from the information point
- To be available for two shifts per month

**Training:**

- To attend an induction course
- To attend a minimum of one Volunteer Seminar per year
- To attend all relevant Health and Safety training
- To attend external training as required
- To pass a 3 month trial period

**Candidate:**

**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 health & safety procedures
- Be computer literate i.e. to be able to access emails and to use relevant search engines

**May:**

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

**Applying for this volunteer role:** Please complete an application form; indicating which day(s) and shift(s) you are available to volunteer. You can view available shifts in the table below. We ask potential volunteers to attend an informal interview and complete a Basic Disclosure check. Completed application forms should be returned to:

Volunteer Team  
National Railway Museum  
Leeman Road  
York  
YO26 4XJ

Email: [volunteer.nrm@nrm.org.uk](mailto:volunteer.nrm@nrm.org.uk)  
Tel: 01904 6865715