

# National Railway Museum, York Event Volunteers - Future Engineers



**Department:** Learning and Events  
**Reports to:** Public Events Coordinator  
**Days:** Half Term: 21 October-5 November  
**Hours:** Morning and afternoon slots available

**Help us inspire the engineers of the future by volunteering at our annual Future Engineers season.**

As a volunteer for Future Engineers you will be helping us deliver one of the biggest events of the year at the museum. It is a fantastic opportunity to develop your experience of working in a museum, learn about event management and develop your customer service skills.

You don't need to have any engineering or railway experience – just lots of enthusiasm for helping our visitors enjoy their visit to the museum and take part in our activities.

## **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 a significant role in our success by helping make the museum the exciting, interesting and enjoyable place it is today.

Each autumn we welcome a team of engineers from the railway industry and volunteers to help us run an exciting and innovative programme of activities for families during the autumn half term.

## **The role:**

You will help us by welcoming visitors to our events and helping people navigate their way through the bustling learning activities, live demonstrations and talks happening around the museum. You might get involved in activities run by our learning team by giving families one to one help with our track building activity or making model trains to test streamlining designs or you might be helping engineers from the rail industry in our Engineering Hub. This will include:

- Helping with activity set-up / tidy-up as required.
- Giving a warm welcome to visitors and engineers at Future Engineers events and activities.
- Support staff to deliver learning activities for families by giving one to one help with some of the individual activities that make up Future Engineers
- Helping with basic visitor enquiries and directing people to staff members who can help.
- Directing people to exhibitions, facilities and activities around the museum.
- Helping visitors who are queuing during busy periods.
- Supporting our evaluation by monitoring attendance or encouraging people to complete evaluation material.

## **Training:**

If you are new to the museum you will attend a museum induction, including Health and Safety and Basic Rail Safety Training; the whole team involved in Future Engineers will be asked to attend an event induction.

## **You:**

You will have...

- An enthusiastic and positive attitude.
- Effective communication skills.

- Good customer service skills.
- A willingness to adapt to the changing needs of the event.
- Good problem-solving skills.
- An ability to work well independently and as part of a team.
- To demonstrate a commitment to attending the museum on mutually agreed days.
- An interest in learning or public events in museums.

It would be good if you have...

- Experience of assisting at or delivering events or learning activities.
- Experience in a customer-facing role.
- Knowledge of NRM facilities, events and exhibitions taking place in the museum
- An ability to engage with all types of people; particularly with families and children.

**Applying for this volunteer role:**

Please complete and return an application form to the Volunteer Team at the National Railway Museum by **6 September 2017**, we plan to hold interviews on 12,13, 18 and 19 September and all volunteers will be asked to attend a training day on 6 October.

The Volunteer Team  
National Railway Museum  
Leeman Road  
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