

# **JOB DESCRIPTION**

## **BOAT TRIP OPERATOR - CASUAL WORKER**

**DATE:** February 2024

### **OVERALL EXPECTATION OF JOB**

To deliver a warm, friendly and enjoyable visitor experience so that visitors leave understanding who Norfolk Wildlife Trust is and what we do as well as how they can do more for nature.

To ensure the professional, efficient and safe running of NWT water trails and the Ranworth ferry service

Leading groups and giving information about reserve/s features and promoting the Trust at every opportunity.

### **REPORTING TO**

Visitor Services and Sales Manager and daily supervision from Hickling and Ranworth Visitor Centre Co-ordinators

### **OTHER WORKING RELATIONSHIPS**

#### **Within the organisation**

Reserve staff, Education Officers, volunteers, head office staff

#### **Outside the organisation**

Broads Authority, Natural England, Members, general public, reserve visitors, groups and school parties.

### **MAIN DUTIES**

1. Undertake guided boat trips across Hickling Broad and/or Ranworth Broad to an agreed schedule, interpreting the reserve's features to passengers including the Ranworth ferry service.
2. Ensure that visitors using the boat are welcomed, given advice, assistance and clear Health and Safety briefings.
3. Ensure the boat is in an efficient and safe working condition, clean and presentable at all times, reporting any safety defects immediately to the Senior Boat Operator.
4. Ensure the safety of both self and passengers at all times and that the NWT Health and Safety Policy is implemented along with boat specific Health and Safety Guidance and any day to day Health and Safety issues are dealt with promptly.
5. Assist, where time allows, with general maintenance and cleaning duties with hides, boats and visitor centres.
6. Comply with all relevant policies, procedures and regulatory requirements.

### **IDEAL SKILLS AND EXPERIENCE**

1. Ability to communicate effectively with visitors, children, volunteers, members of the public, including school children, in a courteous, articulate, professional and friendly manner. A Disclosure and Barring Service (DBS) check will be required.

2. Ability and experience in handling powered watercraft. Qualified to RYA power boat level two or completed the Inland Waterways Helmsman Course (training may be provided to achieve this where appropriate).

3. Experience and knowledge of basic safety and maintenance requirements of boats.

4. Good understanding of wildlife, nature conservation issues especially in a Broadland context and ability to identify typical species found on trail or a willingness to learn.

5. Good time keeping and organisational skills.

6. Medically and in all other respects should meet the requirements of the Inland Waters Small Passenger Boat Code and RYA; and have the ability to swim with the understanding of appropriate emergency procedures.

7. Hold First Aid Appointed Person Certificate. (Or willing to achieve)

8. Able to read a number plate at 20.5 metre distance.

9. If applicable may be expected to use own transport on NWT business. Please refer to guidelines set out in GN20 Vehicle Use.

#### **OTHER RELEVANT FACTORS**

The casual worker may need to work outside in all weather conditions unless not safe to use boat.

#### **LIMITS OF AUTHORITY**

Cash handling and dealing with it as directed.

#### **RISKS ASSOCIATED WITH JOB**

- Handling Boats
- Working on or near water
- Lone working

#### **CONDITIONS OF ENGAGEMENT**

See terms of engagement