

## **JOB DETAILS**

### **Boat trip Operators – NWT Ranworth Broad & Hickling Broad**

The Boat Trip Operators will be based at both NWT Ranworth Broad & NWT Hickling Broad and will be employed on an 'on demand' casual basis where required as part of a staff rota system.

Norfolk Wildlife Trust has Visitor Centres situated on five of its nature reserves at Hickling Broad NNR, Holme Dunes NNR, Cley Marshes, Ranworth Broad, and Weeting Heath NNR. Norfolk Wildlife Trust welcomes 250,000 people every year to these reserves. As well as ensuring visitors are well received and our Visitor Centres are in good order, we seek to increase Trust membership through active recruitment and income through sales, permits and donations. It is expected that the Boat trip operators will support the Trust in its commitment to improving the visitor experience by providing information, interpretation and a friendly welcome, whilst providing a quality service to promote the professional image of the Trust.

The Boat Trip Operators will be responsible for the daily operation of a ferry service from Malthouse Staithe to the NWT "Broads Wildlife Centre" at Ranworth Broad and also for taking visitors on boat trips to experience Ranworth Broad. At Hickling Broad there are daily water trails and occasional evening boat trips. The boats used are based on a "reedlighter" type design, carry up to twelve passengers and are powered by electric motors.

The post holders will also be required to undertake general maintenance on the boat as required, undertake daily checks on both the boat and life jackets and ensure the health and safety of all passengers.

#### ***Special Requirements***

- Experience of operating boats – preferably powered passenger craft (RYA 2 training or Inland Waterways Helms Course (or beyond) is desirable although training to this level will be provided)
- Experience of broads waterways or similar
- Experience of delivering commentary/information to general public (preferred)
- Experience with sales and cash handling (preferred)
- A basic understanding of nature conservation
- Ability to develop and retain an acceptable level of knowledge in respect of the reserve and its wildlife is essential
- Ability to assist with all other general duties related to Visitor/Information Centre Operations is essential
- Ability to assist with occasional provision of information to school parties. A DBS (CRB) check will be required.

The post-holder will be requested to work as required to ensure that the boat trips described above are fully staffed over the April to October period (inclusive).

#### **Application Procedure**

Candidates should apply by sending a copy of their CV, detailing education, employment history, relevant experience and details of two references. You should also send a statement outlining why you consider yourself suitable for the post and what particular skills and attributes you have, which will enable you to fulfil the requirements of the job. A job description is available to assist you with this.

Completed applications should be marked "Private and Confidential" and be e-mailed to [rachelf@norfolkwildlifetrust.org.uk](mailto:rachelf@norfolkwildlifetrust.org.uk) or sent to "Job Applications", Rachel Frain, Norfolk Wildlife Trust, Hickling Broad, Stubb Road, Hickling, Norwich, NR12 0BW.

The job will be removed from the website when we have found a successful candidate.  
The salary is £12 per hour.

We regret that we are unable to provide feedback from the application stage and will only contact you if you have been selected for an interview because of resources.  
We would like to thank you for your interest in this vacancy and the work of the Trust.

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