

**NORFOLK WILDLIFE TRUST
SENIOR BOAT TRIP OPERATOR**

DATE March 2020

OVERALL EXPECTATION

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 by Hickling and Ranworth Co-Ordinators

OTHER WORKING RELATIONSHIPS

Within the organisation

Reserve staff, Visitor Centre Coordinators, Engagement Officers, volunteers, head office staff

Outside the organisation

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

The following roles will be expected from the Senior Boat Trip Operator:

1. Working with the Broads North Reserves Manager ensure the boats used are in an efficient and safe working condition, clean and presentable at all times, and deal with any safety defects as soon as practicable. Deal with minor repairs as appropriate, reporting more major defects to the Upper Thurne Warden immediately.
2. Working with the Visitor Services & Sales Manager ensure that all aspects of the boat operations meet NWT's Health & Safety policies and procedures. Ensure that any day to day and monthly Health & Safety checks are completed and recorded.
3. 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.
4. Ensure that visitors using the boat are welcomed, given advice, assistance and clear Health and Safety briefing.
5. Ensure the boat is in efficient and safe working condition, clean and presentable at all times, reporting any safety defects immediately to the Upper Thurne Warden or the Visitor Services and Sales Manager.

6. Ensure the safety of both self and passengers at all times ensuring that the Trust's Health and Safety policy is implemented and any day to day Health and Safety issues are dealt with promptly.
7. Ensure that all activities are safely and professionally delivered and are compliant with safety guidelines.
8. Assist, where time allows, with general maintenance and cleaning duties with hides, boats and visitor centres.
9. 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 RYA 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 should meet the requirements of the RYA and The Inland Waters Small Passenger Boat Code. Should 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. Current driving licence and access/use of own vehicle.

OTHER RELEVANT FACTORS

The role 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
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CONDITIONS OF ENGAGEMENT

See Terms of Engagement.