

JOB DESCRIPTION

JOB TITLE: Casual Boat Trip Operator

DATE: March 2026

OVERALL PURPOSE OF JOB

To deliver a warm, friendly and enjoyable visitor experience so that visitors leave understanding the Norfolk Wildlife Trust, what we do, and how they can contribute more to nature conservation.

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

To lead groups, provide information about reserve features, and promote the Trust at every opportunity.

REPORTING TO

The Visitor Experience Manager, with daily supervision from the Senior Boat Operator (Boat Trip Coordinator) and Visitor Experience Leads.

OTHER WORKING RELATIONSHIPS

Within the organisation

- Reserve staff
- Education Officers
- Volunteers
- Head office staff

Outside the organisation

- Broads Authority
 - Natural England
 - Members and general public
 - Reserve visitors, groups, school parties
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MAIN DUTIES

- Helm, navigate and undertake guided boat trips across Hickling Broad and/or Ranworth Broad to an agreed schedule (including the Ranworth ferry service). Provide spoken interpretation covering the reserve, wildlife, Broadland landscape and its history.
- Ensure that visitors are welcomed, given clear information and advice and full Health and Safety briefings.
- Ensure the boat is kept in safe working condition, clean, and presentable, reporting defects immediately to the Senior Boat Operator.
- Ensure safety of self and passengers at all times, implementing NWT Health and Safety Policy and responding to issues effectively.
- Assist with general maintenance and cleaning duties with hides, boats and visitor centres (where time allows).
- Comply with all relevant policies, procedures and regulatory requirements.

OTHER RELEVANT FACTORS OF THE JOB

The role may require working outdoors in all weather conditions unless unsafe to operate the boat.

PERSON SPECIFICATION

- Have excellent communication skills with visitors, children, volunteers, and the public. A Disclosure and Barring Service (DBS check) will be required
- Have the ability and experience in handling powered watercraft. RYA Powerboat Level 2 or Inland Waterways Helmsman Course (training may be provided to achieve this where appropriate)
- Have knowledge of basic boat safety and maintenance requirements of boats.
- Have good understanding of wildlife and conservation issues, particularly in a Broadland context (or willingness to learn)
- Have strong timekeeping and organisational skills
- Be medically and in all other respects meet the Inland Waters Small Passenger Boat Code and RYA requirements; be able to swim and understand appropriate emergency procedures
- Be able to read a vehicle number plate at 20.5 metres

OTHER RELEVANT FACTORS OF THE PERSON SPECIFICATION

Will be expected to work flexible and sometimes unsocial hours including weekends, evenings and bank holidays

Be physically fit and able to ascend a 20 metre tower, often several times daily

May be expected to use own transport on NWT business (with own business use insurance if applicable).

Must have appropriate first aid qualification or be willing to undertake training.

Ensure a thorough understanding of, and adherence to, NWT's organisational policies and procedures, especially with regard to Health and Safety, safeguarding and Equality Diversity and Inclusion (EDI).

RISKS ASSOCIATED WITH THE JOB

- Handling boats
- Working on or near water
- Manual handling (lifting equipment storage boxes and raising engines)
- Lone working
- Working in adverse weather conditions (providing it is safe to do so)

CONDITIONS OF SERVICE

See Contract of employment.