



Job Description

Canoe Safari Operator

Grade: 3

Centre: Martin Mere

Directorate: Operations

Reporting to: Marketing Manager

Main function of the post: To support the visitor experience in our Canoe Safari and to ensure the smooth running of the area and to encourage learning through the use of the interpretive materials

Supervisory Responsibility: Volunteers

Main duties of the post:

1. To ensure the Canoe Safari and electric boat are open to agreed hours and setting out/clearing away and returning canoes, and equipment to canoe building
2. To assist in the daily cleaning of all areas within the canoe safari area to include play equipment, compost toilets, picnic tables and benches, and den building.
3. Greeting visitors, explaining how to engage in the activity/how the activity will run, provide information/encourage learning at an appropriate level for the group or individual and to contribute to their enjoyment of their visit. Ensuring health and safety guidelines are strictly adhered to
4. To ensure canoes are safe to use and that all canoes and accessories are checked between each use, cleaned if necessary and kept in good working order
5. To report any damage or repairs to the duty manager and to keep records of canoe use and maintenance
6. To provide instruction and advice to visitors on using the canoe safely and to ensure buoyancy aids are provided and fitted correctly
7. To take payment for the hire of the canoes and buoyancy aids ensuring accurate financial records are kept for all hires.
8. To ensure visitors read and sign the conditions of the loan agreement

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: November 2010

Date Amended: January 2018

Person Specification

1. Qualifications

Essential:

- None

Desirable:

- BCU level 2 qualification or similar
- First Aid certificate
- Life saving qualification

2. Experience

Essential:

- Experience working in a visitor attraction or similar customer focused operation
- Experience of working with people of all ages
- Experience in canoeing

3. Managerial & Supervisory

Essential:

- Ability to direct and give basic instructions to volunteers

Type of staff	Number managed	Number supervised
Permanent Staff	0	0
Volunteers / Casual Workers	0	5

4. Responsibility

Essential:

- Ability to work under general working instructions
- Ability to use initiative and take responsibility for own actions when dealing with the public and their enquiries
- Minimal cash handling (voluntary donations)

Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	Nil
Cash Handling	£32,000
Assets (required for job, exc buildings)	£3,000
Visitors (per annum)	20000

5. Creative Ability

Essential:

- Although work is generally routine, ability to be creative is required
- Ability to give clear and concise instructions to visitors
- Explain to visitors how to engage with the activity and what they will be required to do
- Provide visitors with information and encourage learning

6. Contact

Essential:

- Excellent spoken communication skills
- Excellent customer care skills

General Notes

Martin Mere is open 364 days of the year to visitors. This is a seasonal position requiring work during weekends and holidays to meet the needs of the post.