



Canoe Safari Warden

Directorate: Operations

Location: Slimbridge

Reporting to: Grounds Manager

Grade: 4

Main function of post: To manage and maintain the Canoe Safari Trail, the hire facilities and associated areas and ensure the smooth day to day operation of the area

Supervisory responsibilities: Share supervision of casual staff and Volunteers

Hours worked:

Position 1: 37.5 hours per week (Tuesday - Saturday)

Main duties of the post

1. Be responsible for the Canoe Safari being open to agreed hours, setting out, clearing away and returning canoes and associated equipment
2. To assist in the daily cleaning of all areas within the 'River Life' area to include play equipment, picnic tables and benches, boardwalks, handrails and pathways in accordance with our zoonotic disease reduction policies.
3. Greeting visitors, explaining how to engage in the activity and provide information on operation of all equipment, ensuring health and safety instructions and standards are strictly adhered to and ensuring that buoyancy aids are provided and fitted correctly
4. Be responsible for ensuring 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 grounds manager and to keep records of canoe use and maintenance.
6. Be responsible for ensuring all areas associated with the Canoe Safari are maintained to a satisfactory standard, to include horticultural, interpretation and wild areas.
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 all visitors read and sign the terms and conditions of the loan agreement, ensuring accurate records are kept for all hires.
9. To coordinate work cover from casual staff and volunteers
10. To be included on the grounds operational rota, this will involve assisting with other areas of grounds work as and when required.
11. To assist in grounds security duties by clearing the grounds and hides of visitors at the end of the working day and locking down the perimeter fence.

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: February 2011

Amended: 16th January 2018

Person Specification

1. Qualifications

Essential:

- Educated to GCSE level (D-G) or level 2 NVQ or equivalent

Desirable:

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

2. Experience

Essential:

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

Desirable:

- Practical grounds and or horticulture maintenance experience
- Experience in coaching novices in outdoor activities.

3. Managerial & Supervisory

Essential:

- To allocate basic tasks & duties to casual workers and volunteers

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers	0	>5
Contractors	0	0

Desirable:

- Experience of work rota organisation

4. Responsibility

Essential:

- Handling and safe storage of cash for the loan of canoes and associated equipment
- Responsible for ensuring visitors use the activity and equipment safely and as directed
- Responsible for the opening and closing of the canoe safari trail
- Ability to work independently ensuring the canoe safari runs effectively
- Ability to use initiative and take responsibility for own actions when dealing with the public and their enquiries

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	>£30k
Assets (required for job, exc. buildings)	>£25k
Visitors (per annum)	>10,000 visitors

5. Creative Ability

Essential:

- Although work is generally routine, ability to be creative is required
- Ability to give instructions to visitors
- Explain to visitors how to engage with the activity and what they will be required to do
- Provide visitors with information on safe operation of canoes

Desirable:

- To carry out small repairs and maintenance as required

6. Contact

Essential:

- Excellent spoken communication skills
- Excellent customer care skills
- Routine contact with visitors

General Notes

This position will require work during some evenings, weekends and public holidays to meet the needs of the post.