
Casual Canoe Safari Operative

Grade: 4

Directorate: Operations

Location: WWT Martin Mere Wetland Centre

Reporting to: Visitor Experience Manager

Main function of post: To ensure the smooth and safe running of the canoe safari and boat tours experience, and surrounding area including the new play area, kiosk and compost toilets, offering an excellent visitor experience whilst promoting membership, events and the core experience of Martin Mere.

Supervisory responsibilities: Volunteers

Responsibilities of the post

1. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
2. To provide leadership to all volunteers within the canoe safari team enabling every team member's contribution to be maximised by providing direction and support.
3. 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, reporting any damage that occurs.
4. 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.
5. To ensure canoes and equipment are safe to use and that all canoes and accessories are checked between each use, cleaned if necessary and kept in good working order.
6. To ensure the correct procedures are followed in providing instruction and advice to visitors on using the canoe safely and to ensure buoyancy aids are provided and fitted correctly in line with health and safety procedures.
7. To report any damage or repairs of the canoes or equipment to the duty manager as well as reporting complaints, incidents, accidents and first aid duties.

8. To ensure that all financial, loan agreements and incident reporting records are kept up to date and you adhere to the WWT Data Protection policy and standards.
9. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
10. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
11. To operate within food safety regulations in the kiosk area. Training provided.

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: January 2020

Amended: January 2025

Person Specification

1. Qualifications

Essential:

- None

Desirable:

- BCU level 2 qualification or similar
- First Aid certificate
- Lifesaving qualification
- Current driving licence

2. Experience

Essential:

- Experience working in a visitor attraction or similar customer focused operation
- Experience of working with people of all ages and abilities
- Experience in outdoor sports including water sports, climbing and hiking.

Desirable:

- Specific experience in boating and canoeing

3. Managerial & Supervisory

Essential:

- Ability to direct and give instructions to volunteers and casual staff members

Type of team member	Number managed (No. of direct reports)	Number supervised
Employed staff	0	0
Volunteers	0	3
Casual Workers	0	2

4. Responsibility

Essential:

- Ability to work under pressure following general working instructions
- Ability to use initiative and take responsibility for own actions when dealing with the public and their enquiries
- Ability to undertake daily banking with both cash and credit card receipts

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Budget Responsibility	£0
Income	Up to £700 per day
Project Size (normally managed)	Small
Assets (required for job, exc. buildings)	£3000
Visitors (number per annum)	14,000

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

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