

### Casual Canoe Safari Assistant

**Directorate:** Operations

**Location:** WWT Wetland Centre Llanelli

**Reporting to:** Facilities & Visitor Standards Manager

**Grade:** 4

**Main function of post:** To support the visitor experience in our Canoe Safari and ensure the smooth running of the operation daily.

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### Main duties of the post

1. To assist with setting out, clearing away and returning canoes and associated equipment
2. 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
3. To provide instruction and advice to visitors on using the canoe safely and to ensure buoyancy aids are provided and fitted correctly.
4. To assist with ensuring all areas associated with the canoe safari are maintained to a satisfactory standard.
5. To take payment for the hire of the canoes and buoyancy aids ensuring accurate financial records are kept for all hires.
6. To ensure all visitors read and sign the terms and conditions of the loan agreement, ensuring accurate records are kept for all hires.

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 duty manager, from time to time.

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# Person Specification

## 1. Qualifications

### *Essential:*

- Educated to GCSE level or level 2 NVQ or equivalent

### *Desirable:*

- First Aid certificate

## 2. Experience

### *Essential:*

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

### *Desirable:*

- Experience in canoeing / adventure activities

## 3. Managerial & Supervisory

### *Essential:*

- None

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

## 4. Responsibility

### *Essential:*

- Responsible for ensuring visitors use the activity and equipment safely and as directed

**Levels of Responsibility:**

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	0
Cash Handling	£500
Assets (required for job, exc. buildings)	0
Visitors (per annum)	>1,000 visitors

## 5. Creative Ability

**Essential:**

- 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

## 6. Contact

**Essential:**

- Excellent spoken communication skills
  - Excellent customer care skills
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## General Notes

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