

Volunteer Role Description

Volunteer Role	Ranworth Visitor Services Volunteer
Purpose of the Ranworth Visitor Services Volunteer role	The Ranworth Visitor Services volunteers are the faces of the Broads and the Broads Authority, often being the first Broads Authority affiliated person visitors to the park experience. Essential qualities for the role include confident communication skills and a willingness to engage with the public to help them enjoy their time in the National Park.
Ranworth Visitor Services Volunteer responsibilities	<ul style="list-style-type: none"> • Providing the public with information about the facilities and attractions in the Broads. • Helping with a range of practical tasks. • Helping to moor craft in a safe and appropriate manner and direct visitors to the TIC to pay mooring fees. • Assisting boat trip operators with Liana boat trip as necessary. • Helping to keep the site clean and tidy.
Essential skills needed as a Ranworth Visitor Services Volunteer	<ul style="list-style-type: none"> • Diplomacy and excellent communication skills with the ability to interact positively with a wide cross-section of people. • Interest in conservation and a knowledge of the Broads area. • Be reasonably physically fit to be able to assist with mooring vessels. • Willingness to learn more about the Broads, its special qualities and management. • Local knowledge of tourist facilities and attractions. • Basic IT skills. • Flexibility and enthusiasm.
Desirable skills that may help as a Ranworth Visitor Services Volunteer	<ul style="list-style-type: none"> • Customer service/tourist information experience. • Knowledge of the Broads, navigation and mooring techniques. • Boating experience. • RYA Powerboat Level 2. • First Aid qualification.
Where you will be based	<ul style="list-style-type: none"> • Ranworth Information Centre.
Times/days we would like you to be able to help us	<ul style="list-style-type: none"> • We are looking for individuals who can offer regular commitment, preferably one day a week through the summer season, however there is an element of flexibility on the level of commitment. • Volunteers can opt to do half days or full days between the hours of 9am to 5pm from Monday to Sunday. Our busiest times tend to be school holidays and Bank Holidays.
Minimum age	18 years.

Do I need a driving licence?	No, but it is the responsibility of the volunteer to get to and from Ranworth.
What training will I receive?	<ul style="list-style-type: none"> • Role Specific Induction. • All volunteers are asked to complete induction training including Safety Training and Volunteering Essentials modules and a refresher once every 3 years. This may include first aid training if relevant to the role. • Following this Ranworth Visitor Services Volunteers will receive 'on-the-job' role-specific training as appropriate. • Ranworth Visitor Services Volunteers are asked to complete the Advanced Public Engagement and Mooring and Navigation Assistance modules and increase their Broads Knowledge through self-directed study. • Additional training may be offered if you would like to expand your volunteering to other roles within the Authority and there is a need. • You may also be offered additional external training if the skill is required.
How to apply to become a Ranworth Visitor Services Volunteer?	<p>Volunteer opportunities are advertised on the Broads Authority website and on our social media platforms. You can also be added to an email alerts list to let you know when opportunities become available:</p> <p>volunteering@broads-authority.gov.uk</p>