

VOLUNTEER ROLE DESCRIPTION

Role Title: Events / Hospitality Volunteer
Organisation: Lee Valley Leisure Trust
Location/Facility: White Water Centre
Working with: Events / Hospitality Volunteer Team
Time Commitment: Fixed event times throughout the year
Purpose

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| Details of Role | <ul style="list-style-type: none"> To work in a team of volunteers at events competitions and exhibitions. To be able to talk to members of the public, exhibitors, guests, etc giving information about the venue and the event. Tasks required may include: <ul style="list-style-type: none"> Outdoor ushering, welcoming and providing directions Welcoming spectators and athletes Seated gallery ushering Manning information points Programme and merchandise selling Car park, overflow car park pointers / info points Athlete only information points on infield and in pits outdoors Athlete changing and sign on ushers Event registration and sign-on assistance. Potential distributor / vendor of sponsors products Assisting people with disabilities Marshalling / Security Assisting setting up and break down of stands and signage. Directing exhibitors Assisting with entrance and exit control Activities for people visiting the event Assisting with the supervision of School Sessions |
| Personal Attributes | <ul style="list-style-type: none"> Good people skills. Team working. Willing to interact with visitors. Available to volunteer evening and weekends Good communication skills |
| What's in it for you? | <ul style="list-style-type: none"> Develop skills and confidence in customer service and talking to members of the public. An opportunity to meet new people and have fun. The opportunity to be involved in exciting, world class events at an iconic London 2012 venue. Opportunity to engage with world class athletes. The opportunity to work with like-minded and enthusiastic people. Opportunity to be at events in one of the world's finest rafting/canoeing venues. |
| General | <ul style="list-style-type: none"> Carry out tasks in line with the Authority's policies & procedures: <ul style="list-style-type: none"> The Authority's Health and Safety Policy The Authority's Volunteer Policy Volunteer induction pack rules and regulations Undertake induction, training & development consistent with the role. An event specific Risk Assessment is provided for each event An Enhanced CRB may be required if activities include events with young people or vulnerable adults. |

For further details contact volunteers@leevalleypark.org.uk

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| Centre: Lee Valley White Water Centre | Original Date: 11/1/14 | Carried out by: Paskell Blackwell |
| Risk Assessment: White Water Centre | | |

| List significant hazards | List groups of people who are at risk from the significant hazards identified | List existing control measures or note where the information may be found List risks which are not adequately controlled on the risk reduction plan |
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| List significant hazards | List groups of people who are at risk from the significant hazards identified | List existing control measures or note where the information may be found List risks which are not adequately controlled on the risk reduction plan Please note any Risk Assessment quoted for referral are available from your supervisor |
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Risk: Individual Capabilities

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| Personal injury / musculoskeletal disorders may result from manual handling tasks | Volunteers | <ul style="list-style-type: none"> Manual Handling risk assessments are carried out for all manual handling tasks, taking into consideration physique, general health, age and experience full training is provided for all manual handling tasks Full supervision by a trained member of staff where ever possible Information, instruction and training is given Volunteer Induction Volunteer guidelines First Aid provision in place |
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Risk: COSHH

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| Lack of appreciation & understanding of the risks posed from Chemical agents (<i>very toxic, toxic, harmful, corrosive & irritants</i>) | Volunteers | <ul style="list-style-type: none"> Full COSHH Assessments are carried out for all chemicals used Full supervision by a trained member of staff at all times Information, instruction and training is given Volunteer Induction Volunteer guidelines PPE is provided and worn First Aid provision in place |
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| Risk: Adverse Weather | | |
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| Personal Injury, fatigue, unconsciousness | Volunteers | <ul style="list-style-type: none"> ▪ Reduce exposure to prolonged heat or cold ▪ Ensure the provision of rest facilities & access to refreshments ▪ Task/event postponement ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteers instructed to take regular breaks, hydrate and dress appropriately for the weather conditions ▪ Volunteer induction ▪ First Aid provision in place |
| Risk: Working At Height | | |
| Personal Injury, Severe Injury, Possible Death | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteers to be fully trained on any such tasks ▪ Volunteer induction ▪ First Aid provision in place |
| Risk: Slips/Trips /Falls | | |
| Personal Injury | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ First Aid provision in place ▪ All wet or dangerous areas demarked around site |
| Risk: Dusts | | |
| Respiratory Problems, Personal Injury | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteers will receive specific instruction if working in a hazardous area ▪ Correct PPE will be provided if required ▪ First Aid provision in place |
| Risk: Fire | | |

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| Severe Injury, Possible Death | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Emergency Action Plan (EAP) in place ▪ First Aid provision in place ▪ Fire extinguishers in place and checked regularly ▪ Fire Marshall provision in place ▪ Fire alarm system in place and checked continually |
| Risk: Hand Tools | | |
| Personal Injury | Volunteers | <ul style="list-style-type: none"> ▪ Work area is to be cordoned off prior to the start of work (a safety zone) ▪ Warning signage is displayed. ▪ PPE is provided and is to be worn ▪ A first aid kit and mobile phone is available ▪ Manual handling information is given to Volunteers ▪ Pre-user checks are completed ▪ Full training to be given to any volunteer undertaking a task which requires the use of hand tools |
| Risk: Portable Power Tools | | |
| Personal Injury, Severe Injury | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ Specific Training is given ▪ LVRPA staff supervision ▪ Work area is to be cordoned off prior to the start of work (a safety zone) ▪ Warning signage is displayed. ▪ PPE is provided and is to be worn ▪ First Aid Kits & First Aiders ▪ Supervisor will have mobile phone to contact Emergency Services |
| Risk: Weils Disease | | |

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| Exposure To The Disease | Volunteers | <ul style="list-style-type: none"> ▪ Control rat populations around the water body as much as feasibly possible. ▪ Volunteers are to wash hands, or use a waterless skin cleaner, before eating, drinking or smoking whilst angling. ▪ Cuts and grazes should be treated immediately with antiseptic and covered in a waterproof dressing / plaster whilst working. ▪ Avoid the inhalation of, or contact with, water spray and wear eye protection to prevent infection. ▪ Volunteers should inform their doctor that they might be at risk of contracting this disease. ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer handbook specifically covering Weils disease ▪ First Aid provision in place |
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| Risk: Boats | | |
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| Personal Injury, Severe Injury, Fatality | Volunteers | <ul style="list-style-type: none"> ▪ Emergency Action Plan (EAP) in place ▪ Full training will be provided for any volunteer undertaking such tasks ▪ First Aid provision in place ▪ Supervisor will have site radio to contact emergency services |
| Risk: Blue Green Algae | | |
| Risk Of Eye Irritation, Asthma, Allergic Reactions & Gastric Problems. | Volunteers | <ul style="list-style-type: none"> ▪ Sites that have a history of Blue-Green Algae outbreaks should be treated with extra care and monitored for 'scum' formation from May onwards. Volunteers will be informed of this. ▪ Any suspected outbreaks of Blue-Green Algae should be reported to the relevant Service Manager or the Fisheries and Angling Manager, who must alert the Environment Agency and decide on any further action. ▪ If the Environment Agency confirms an outbreak, the water body will be closed to activities that might place people at risk. ▪ Warning signs are to be erected stating the reason for closure and all volunteers are informed of the closure in writing. ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer handbook specifically covering blue green algae |
| Risk: Tetanus | | |
| Severe Injury | Volunteers | <ul style="list-style-type: none"> • LVRPA staff supervision ▪ Volunteers are to keep up to date with their booster injections |
| Risk: Legionellosis | | |
| Respiratory Problems | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Full legionella prevention procedures followed on site |

| Risk: Lone Working | | |
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| Personal Injury, Severe Injury | Volunteers | <ul style="list-style-type: none"> ▪ Buddy system in place ▪ Supervisors and Volunteers are to carry radio in case of emergency ▪ Lone working is avoided outside hours covered by the Senior Responsible Officer (SRO) ▪ Volunteer handbook specifically covering lone working |
| Risk: Dead Animals | | |
| Contraction Of Diseases | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Dead animals should not be handled by Volunteers, they are to inform their Supervisor on discovery of a dead animal. ▪ PPE must be worn when handling dead animals by LVRPA staff |
| Risk: Animal Faeces | | |
| Contraction of Diseases | Volunteers | <ul style="list-style-type: none"> ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteers are made aware of likelihood of presence ▪ PPE is offered as a safeguard ▪ Hand Sterilising solution is available |
| Risk: Working Near/In Water | | |
| Drowning, Contraction Of Waterborne Diseases | Volunteers | <ul style="list-style-type: none"> ▪ See Weils Disease ▪ See Blue Green Algae ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Correct PPE to be wore when in any areas close to the waters edge. ▪ First Aid provision in place ▪ Life saving equipment is available ▪ Pathways provided around site to be reduce access to waters edge. |

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| Review | Review Conducted by: | Name (Print) | Fieke Reijntjes |
| | | Position | CSA Corporate |
| | | Date | 09/11/2015 |
| | Review Conducted by: | Name (Print) | |
| | | Position | |
| | | Date | |
| | Review Conducted by: | Name (Print) | |
| | | Position | |
| | | Date | |