

## VOLUNTEER ROLE DESCRIPTION

<b>Role:</b>	<b>Rye House Gatehouse Assistant</b>
<b>Organisation:</b>	<b>Lee Valley Regional Park Authority</b>
<b>Location/Facility:</b>	<b>Rye House Gatehouse, Lee Valley Park</b>
<b>Working with:</b>	<b>Ranger Team North</b>
<b>Time commitment:</b>	<b>Flexible, depending on opening hours of the site.</b>

### Purpose

To open and man the Gatehouse at Rye House giving information to visitors, taking entrance fees talking to the public about the history of the site.

<b>Details of role</b>	<ul style="list-style-type: none"> <li>• To assist with the opening and closing of the building.</li> <li>• To provide a positive visitor experience for visitors to the Park.</li> <li>• To assist with handling donations and occasionally selling small gifts.</li> <li>• To provide visitors with general information about the Park</li> <li>• Uniform provided for periods of duty.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Should be friendly and outgoing.</li> <li>• Can use own initiative, and deal responsibly with situations as they arise.</li> <li>• Self-reliant, motivated, committed and enthusiastic.</li> <li>• Able to be flexible and co-operative, willing and able to learn new skills and work as part of the team or alone as required.</li> <li>• Is good humoured and approachable.</li> <li>• Can use a "common sense" approach.</li> <li>• Should have an interest in history\local history\historic buildings</li> </ul>
<b>What's in it for you</b>	<ul style="list-style-type: none"> <li>• An opportunity to develop skills and confidence in customer service and talking to members of the public.</li> <li>• An opportunity to discover more about the history of Rye House Gatehouse and the local area.</li> <li>• An opportunity to meet new people and have fun.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• To carry out tasks in line with the Authority's policies and procedures including: <ul style="list-style-type: none"> <li>○ The Authority's Health and Safety Policy</li> <li>○ The Authority's Volunteer Policy</li> <li>○ Volunteer induction pack rules and regulations</li> </ul> </li> <li>• Undertake induction and training and development consistent with your role.</li> </ul>

For further details contact [volunteers@leevalleypark.org.uk](mailto:volunteers@leevalleypark.org.uk)  
Tel: 08456770602

## Risk Assessment Form

<b>Centre:</b> Rye House Gate House	<b>Original Date:</b> May 2015	<b>Carried out by:</b> Lawrence Pember
<b>Risk Assessment:</b> Gatehouse Volunteer		
<b>List significant hazards</b>	<b>List groups of people who are at risk from the significant hazards identified</b>	<b>List existing control measures or note where the information may be found</b> List risks which are not adequately controlled on the risk reduction plan
<b>Risk 1 Movement on site People</b>		
Slips, Trips, Falls, Climbing structures, Falling off top of building	LVRPA Staff, Volunteers & Contractors  Public	<ul style="list-style-type: none"> <li>▪ Carry out continuous footpath audits</li> <li>▪ Monthly site checks &amp; regular patrols</li> <li>▪ Regular maintenance and inspection</li> <li>▪ Ranger patrols</li> <li>▪ Bridges &amp; boardwalks on site have grooved deck boards</li> <li>▪ First aid kit available in Rye House Gatehouse when building open to public</li> <li>▪ Staff are first aid trained</li> <li>▪ First aid reporting procedure</li> <li>▪ Gatehouse First Aid Kit inspected quarterly, checks recorded, any out of date equipment removed immediately &amp; replaced as soon as possible</li> <li>▪ Check of building by LVP Staff\Volunteer prior to opening of building to public</li> <li>▪ Check of building by LVP Staff\Volunteer before closing building at the end of the day</li> <li>▪ Reporting of defects to Line Manager</li> <li>▪ Monitor people moving around inside the Gatehouse</li> <li>▪ Access to flat roof on building is restricted to authorised people via a gate that is kept locked.</li> <li>▪ Numbers of person's using the viewing platform at the top of the building is controlled by Information Assistant\Volunteer(s) when building is open to the public</li> <li>▪ See Risk 9: Recreational Activities</li> </ul>

**Risk: 2 Movement on site – Vehicles**

Injury due to collision	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ Site Speed Limit 5MPH</li><li>▪ Access gates/bollards – Reduces no. of vehicles in the Park</li><li>▪ Maintenance of sight lines around entrances &amp; junctions</li><li>▪ All staff have been inducted/trained in the use of Park vehicles off road</li></ul>
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**Risk: 3 Water**

Drowning	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ Lee Valley led school parties are supervised at all times</li><li>▪ First Aider accompanies parties</li><li>▪ Landline in Gatehouse available for staff\volunteer use when Gatehouse open to public</li><li>▪ Wooden bridges are stable structures</li><li>▪ Water safety signage checked in place monthly/ Checks recorded/Damaged or defaced signage replaced or repaired as soon as possible</li><li>▪ Volunteers and Lee Valley Park Staff are trained in use of throw line, available for use when Gatehouse open for public &amp; group visits</li><li>▪ Open water risk assessment for Rye House on file</li><li>▪ Water filled basement 'Dungeon' – Access restricted to authorised person's via metal gate that is kept locked</li></ul>
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**Risk :4 Fire**

<p>Sources of ignition and combustion:</p> <p>Dead material, Litter, fly tipping, cigarettes</p> <p>No known sources of Oxygen (apart form the atmosphere)</p>	<p>LVRPA Staff Volunteers &amp; Contractors</p> <p>Public</p>	<ul style="list-style-type: none"><li>▪ Emergency Action Plan in place and all staff trained</li><li>▪ Staff and/or members of the public to dial 999/112 in order to alert the Fire brigade</li><li>▪ In case of emergency signage is displayed on the information board in the site car park</li><li>▪ Rangers conduct regular patrols, Park Guard also carry out patrols</li><li>▪ Staff have access to a landline telephone when building is open to the public</li><li>▪ Evacuation is by moving away from the threat into adjacent areas of the site or out of the park as per the description in the sites Health and Safety Manual</li><li>▪ Signed Fire assembly point in site car park</li><li>▪ Park Bye-laws are displayed on the information board in the sites car park</li><li>▪ Park Bye-laws do not permit fly tipping of fires on site</li><li>▪ There is limited vehicle access to the site</li><li>▪ Grounds maintenance carried out by contractors</li><li>▪ Permit to work/Open spaces Health &amp; Safety information scheme in operation</li><li>▪ Areas are cleared of sources of combustion prior to any work commencing</li><li>▪ Competent contractors only are allowed to carry out welding works when/if needed.</li><li>▪ Appropriate Fire extinguishers available during any welding operations</li><li>▪ Appropriate Fire extinguishers installed in building</li><li>▪ Building Fire extinguishers inspected yearly by a competent engineer and checks recorded in MPG file</li><li>▪ Presence of Fire extinguishers checked by LVP staff\volunteers prior to opening of building to public</li><li>▪ Fire drills for staff &amp; drills recorded</li><li>▪ Minimal quantities of petrol are used for mowers\strimmer's etc.</li><li>▪ Petrol stored in fire resisting containers, which provides ½ hour fire resistance</li><li>▪ Monthly Maintenance Performance Guide checks are carried out on electrical equipment – Checks recorded/defects if any found recorded and action taken to correct defects taken as soon as possible</li><li>▪ Fire extinguishers located in the Gatehouse Building near</li></ul>
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		<p>main entrance on the ground floor, by rear doors on the ground floor and near exit to first floor room</p> <ul style="list-style-type: none"> <li>▪ Fire extinguishers checked monthly during maintenance performance guide checks for defects. Defects if any recorded and action taken to correct defects taken as soon as possible</li> <li>▪ Yearly service checks of fire extinguishers carried out by a suitably qualified contractor. Checks recorded. Equipment replaced if defective as soon as possible.</li> <li>▪ Short grass cuts are maintained on site</li> <li>▪ Dead wood is turned into wood chip or burned with controlled fire</li> <li>▪ Dry grass and green waste is removed to a set area to 'rot down', or removed from site.</li> <li>▪ Benches are on Surfaced bases</li> <li>▪ Litter bins are not present on site</li> <li>▪ Rangers\Information Assistants\Volunteers\Contractors perform litter picking tasks</li> </ul>
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#### **Risk: 5. Known risks on adjacent land**

<p>Pylons</p> <p>River Lee Navigation</p> <p>Water filled lagoons in the Royal Society for the Protection of Birds Rye meads Reserve</p> <p>Movement of large vehicles in and out of the Rye House Showmen's Site opposite the Rye House Site</p> <p>Movement of vehicles in and out of the Rye House Stadium Site</p> <p>Movement of large vehicles on Rye Road in and out of the Thames Water Sewage Works site</p>	<p>LVRPA Staff Volunteers &amp; Contractors</p> <p>Public</p>	<ul style="list-style-type: none"> <li>▪ High fencing prevents unauthorized access to cables/pylons</li> <li>▪ Anti-climb measures on pylons</li> <li>▪ High fencing in place between The Royal Society Protection for the Protection of Birds Rye Meads Reserve &amp; Rye house Gatehouse &amp; Quay site</li> <li>▪ Warning signage is displayed on pylons</li> <li>▪ Clear definition maintained between The River Lee Navigation &amp; bank on Rye house Quay</li> <li>▪ Clear lines of site maintained on the Rye House Site along The Rye Road and around the car park</li> </ul>
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## Risk:6 Manmade structures

<p>Usage – slips/trips  Built structures around the Rye House Gatehouse Site  The Rye House Gatehouse  Change of surfaces in different weather conditions (slippery when wet)  Collapse  Electrical (e.g. exterior lighting)  Telephone poles and associated cabling  Fire  Vandalism</p>	<p>LVRPA Staff Volunteers &amp; Contractors</p> <p>Public</p>	<ul style="list-style-type: none"> <li>▪ Maintenance Performance Guides/Monitoring – Infrastructure audit, Ranger patrol, site patrol logs</li> <li>▪ Yearly electrical checks on the Rye House Gatehouse installation &amp; portable appliances – Checks recorded. Defects if any found recorded and repaired as soon as possible</li> <li>▪ Yearly fire extinguisher checks on those installed in the Rye House Gatehouse– Checks recorded. Defects if any found recorded and repaired as soon as possible</li> <li>▪ Electrical intake Box is locked shut inside the Rye House Gatehouse Building</li> <li>▪ Gatehouse Building is alarmed. Alarm is inspected yearly by a suitably qualified engineer – Checks recorded. Defects if any found recorded and repaired as soon as possible</li> <li>▪ Warning signage is displayed (750v)</li> <li>▪ Ranger and Park Guard Patrols</li> <li>▪ Byelaws</li> <li>▪ Anti-slip surfaces</li> <li>▪ Five yearly inspections of the Gatehouse Building &amp; associated listed structures by a suitably qualified person. Checks recorded &amp; any defects if found recorded &amp; repairs carried out by a suitably qualified contractor.</li> <li>▪ Electrical sockets have plastic plug blanks – Blanks checked monthly to make certain that they are in place; missing defective covers are replaced as soon as possible.</li> </ul>
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**Risk:7 Contractor Operations**

Use of Machinery Use of Chemicals	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ Contractor training</li><li>▪ Equipment is regularly inspected and maintained</li><li>▪ Contractors cordon off areas they are working in</li><li>▪ Warning signage stating to be aware of machinery and vehicles</li><li>▪ Staff are informed when contractors are working on site</li><li>▪ NOP Contractor Management on File</li><li>▪ Contractors submit and comply with suitable method statements &amp; risk assessments for each job</li><li>▪ Contractors issued with site Health &amp; Safety Manual</li></ul>
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**Risk: 8. Contaminants & Pollution**

Leptospirosis, Sickness, Dog Faeces (Toxicaria canis), Bird Faeces, Blue green Algae, Weil's disease, Flammable materials.	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ Warning Signs put in place when required</li><li>▪ Presence of warning signs checked when in place</li><li>▪ Warning contractors though Site RA/Permit to work.</li><li>▪ EA monitoring – Biodiversity &amp; Fisheries</li><li>▪ Dog waste bins (x2) located on site</li><li>▪ Dog waste bins emptied regularly by contractor</li></ul>
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**Risk: 9. Recreational Activities**

Events – e.g. Heritage Open Days Cycling Walking Running Fishing	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ All children should be accompanied by an adult at Lee Valley Regional Park Authority events</li><li>▪ All children should be accompanied by an adult at Heritage Open Day Events</li><li>▪ Information Assistants\Volunteers to control numbers of visitors within the building to prevent overcrowding</li><li>▪ All events and tasks have individual risk assessments</li><li>▪ First aid kit available when building open to the public</li><li>▪ Throw line available when Gatehouse building is open to the public and staff and volunteers trained in use.</li><li>▪ Staff first aid trained</li><li>▪ Accidents \Incidents reported</li></ul>
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Risk 10: Underground\Overground Services		
E.G. Gas Services\Electrical Services\Sewage Services\Electrical intake cupboard.	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"> <li>▪ Appropriate RA for works</li> <li>▪ Permit to Work</li> <li>▪ Regular inspection by utility providers</li> <li>▪ Trees cleared from power lines by suitably qualified contractor</li> <li>▪ Contractors liaise with utility companies prior to, during if necessary &amp; on completion of works</li> <li>▪ Contractors responsible for checking underground services before work.</li> <li>▪ Contractors responsible for checking for over ground services before commencing any work on site</li> <li>▪ Inspection covers – maps &amp; responsibility for inspection.</li> <li>▪ Plot known services.</li> <li>▪ Electrical intake cupboard inside building appropriately signed and kept locked when building is open to the public.</li> </ul>
Risk: 11. Wildlife & Animals		
1. Dog Faeces, attacks, lost dogs 2. Wildlife	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"> <li>▪ 1. See contaminants, Byelaws, keep dog under control, website info on Top Dog,</li> <li>▪ 2. NOP for dealing with dead animals on file</li> <li>▪ Senior Responsible Officer contacted on dedicated phone number to report incidents</li> <li>▪ Incidents recorded</li> </ul>
Risk: 12. Woodlands & Trees		
Falling trees, limbs,	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"> <li>▪ Carry out continuous tree audits &amp; audits recorded</li> <li>▪ Monthly site checks &amp; regular patrols</li> <li>▪ Regular arboreal works are carried out</li> <li>▪ Unsafe trees are removed</li> <li>▪ NOP for Arboriculture Machinery on file</li> <li>▪ Phone numbers for members of the public to alert any incidents are displayed on the information board located in the site car park</li> </ul>



**Risk: 13. Unauthorised use of site**

Camping Raves (noise, drugs, damage) Vehicles – e.g. motor bikes Dog Fighting Travelers Rough Sleepers –Risk to other Park users, risk to themselves (e.g. - cold, ill health) Lorry Drivers (insurance in Car parks) Fly Tipping (general waste, asbestos) Vandalism – dangerous structures Swimming /Diving etc. Vandalism to fabric of Gatehouse – e.g. unauthorised entry Aggression from site users	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ Landline telephone available for staff use during opening times</li><li>▪ Panic button to activate speech dialer alarm system located at information desk</li><li>▪ Panic button checked for operation yearly by suitably qualified alarm engineer</li><li>▪ Staff on duty during building opening hours to contact Senior Responsible Officer on dedicated phone number</li><li>▪ Ranger patrols</li><li>▪ Park Guard Patrols</li><li>▪ Gatehouse Building alarmed and Information Assistant\Volunteer(s) trained in use</li><li>▪ Alarm activations recorded</li><li>▪ Building alarm inspected yearly by a suitably qualified engineer and check recorded.</li></ul>
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**Risk:14 Cash Handling**

Robbery, Theft	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"><li>▪ General entry to members of public is free</li><li>▪ No cash float is held on site</li><li>▪ Money given as donations is recorded</li><li>▪ Donations monies kept in locked cash box in locked cupboard in information desk</li><li>▪ Donations monies removed at regular intervals and amounts recorded</li><li>▪ Staff instructed not to put themselves in danger should an attempted robbery take place</li><li>▪ In the event of a theft\robbery staff to call 999/112 to alert police and then contact the Senior Responsible Officer on the dedicated phone number to report incident</li><li>▪ Incidents recorded</li></ul>
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## Risk:15 Cleaning Building

Use and exposure to Chemicals, Use of Cleaning equipment	LVRPA Staff Volunteers & Contractors  Public	<ul style="list-style-type: none"> <li>Chemicals on site are kept to a minimum</li> <li>Chemicals used for cleaning are COSHH assessed</li> <li>COSHH Assessments recorded and reviewed yearly</li> <li>Where possible chemicals used on site will be replaced with safer products if/when available</li> <li>Electrical equipment visually checked for any obvious defects prior to use by Information Assistant\Volunteer(s) any defects found reported to the line manager</li> <li>Electrical sockets visually checked for any obvious defects prior to use by Information Assistant\Volunteer(s) any defects found reported to the line manager</li> <li>Electrical equipment used for cleaning is checked yearly for defects by a suitably qualified electrician</li> <li>Yearly - Electrical equipment checks recorded in MPG File</li> <li>Defective equipment removed from use immediately and disposed of in accordance with manufacturer's instructions</li> <li>Yearly - Fixed electrical wiring checked yearly by a suitably qualified electrician</li> <li>Yearly - Electrical equipment checks recorded in MPG File</li> </ul>
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Review	Review Conducted by:	Name (Print)	Gareth Winn
		Position	Senior Ranger North
		Date	23 <sup>rd</sup> November 2015
	Review Conducted by:	Name (Print)	Gareth Winn
		Position	Senior Ranger (North)
		Date	24 <sup>th</sup> May 2017
	Review Conducted by:	Name (Print)	
		Position	
		Date	
	Review Conducted by:	Name (Print)	
		Position	
		Date	
	Review Conducted by:	Name (Print)	
		Position	
		Date	