

## VOLUNTEER ROLE DESCRIPTION

**Role Title:** Public Information and Wildlife Officer – Wildlife Discovery Centre

**Department:** Rangers

**Location/Facility:** Fishers Green, River Lee Country Park

**Working with:** WDC - Customer Service Officer and Ranger team

**Time Commitment:** Any day of the week from 10:00 – 16:00 (half or full day shifts)

**Purpose:** To provide assistance, advice and park wide information to the public visiting the Wildlife Discovery Centre.

### Details of Role

- To help run the Wildlife Discovery Centre (WDC) within the Lee Valley Regional Park as part of a team of volunteers.
- To open and close the Discovery Room and Tower. The Bittern Hide will be opened and closed by contractors but can be opened and closed by volunteers where necessary. (At the current time the hide is being opened and closed by volunteers if they are on duty at the advertised opening and closing times)
- To actively engage with members of the public to:
  - Promote all areas and activities within the Park
  - Ensure Discovery Room activities are available for the public and oversee the safe use of the activities and optical equipment available for public use. (Not all activities or optical equipment are currently available for use due to ongoing covid restrictions and guidelines advised should be followed)
  - Ensure all current covid guidelines are followed as per the current risk assessments applicable in all areas of the building this includes restrictions on numbers where applicable.
  - Encourage visitors to engage with the Track and Trace system in place.
  - Proactively seek new volunteers for the WDC primarily but also for the park as a whole
  - Provide a positive visitor experience for visitors to the Park
  - Provide information on what birds and wildlife are in the area.
  - Showcase the wildlife viewable through the wildlife cameras.
  - Oversee use of wildlife reference library.
  - Collate wildlife sightings, visitor number figures and record water level readings
  - To re-stock the bird feeding station outside the hide
  - To use and be comfortable operating the evacuation chair provided in an emergency (full training will be given).
  - To assist in the sale of hot and cold beverages and LVRPA merchandise, this will include daily cashing up of the float and takings.
  - To assist with ensuring that the WDC as a whole is clean, tidy and presentable to visitors

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

<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Outgoing with good people skills.</li> <li>• Confident and willing to interact with visitors.</li> <li>• Willing to work as part of a team or alone.</li> <li>• Knowledge and interest in birds / wildlife (desirable but not essential).</li> <li>• Happy to follow and implement all instruction/decisions given by LVRPA Staff with a positive attitude keeping personal views and opinions separate and under no circumstances discussed with members of the public.</li> </ul>
<b>What's in it for you?</b>	<p>An opportunity to:</p> <ul style="list-style-type: none"> <li>• Work as part of a volunteer team within a large well respected organisation</li> <li>• Develop skills and confidence in customer service, talking to members of the public and cash handling</li> <li>• Meet new people and have fun</li> <li>• Uniform provided for periods of duty – (after probation period)</li> <li>• Develop your knowledge about birds and wildlife</li> <li>• To see the diversity of birds and wildlife within the Regional Park at close quarters</li> </ul> <p>Full information and training is provided on the birds and wildlife you will see, no specialist knowledge needed.</p>
<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>

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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
<b>Risk: Lone Working</b>		
Staff / Volunteers unlocking and operating the WDC	LVRPA Staff & Volunteers	<ul style="list-style-type: none"> <li>Staff and Volunteers working on-site have access to a land line phone in case of emergency</li> <li>The opening and closing procedure for the WDC states that staff /volunteers must include a phone call to the SRO at the beginning and end of a duty session</li> <li>Volunteer Rota pairs up volunteers whenever possible</li> <li>Site checked at dusk and secured by Contractors in normal operating periods</li> <li>CCTV on site accessible by SRO if needed.</li> <li>Park Guard Emergency patrol Number distributed to all staff and Volunteers.</li> <li>Volunteer crib sheet to set out opening and key operating procedures</li> </ul>
<b>Risk: Fire</b>		
Fire within the building	LVRPA Staff & Volunteers & Visitors	<ul style="list-style-type: none"> <li>The hide has two access points one from each level, plus additional exit points when the information section is open to the public. The hide is locked and unlocked by contractor daily(outside of covid restrictions as above), who checks to make sure the hide is empty before locking.</li> <li>Volunteers and Rangers have access keys to the WDC.</li> <li>The Discovery Room and Tower sections of the WDC are operated by staff and volunteers on daily basis including bank holidays between 10.00 and 16.00 – generally the busiest periods.</li> <li>No smoking policy on site Fire extinguishers present in</li> </ul>

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		<p>Information section</p> <ul style="list-style-type: none"> <li>▪ Fire alarm system is fitted with audible alarm. This is checked as part of the MPG and monthly site facilities checks. are fitted</li> <li>▪ Emergency lighting present and signage displayed. Checked monthly as part of MPGs</li> <li>▪ Firefighting equipment present on site</li> <li>▪ Fire extinguishers regularly serviced as part of MPG checks</li> <li>▪ Emergency Action Plan in place and all staff trained</li> <li>▪ Staff and/or members of the public to dial 999 in order to alert the Fire brigade</li> <li>▪ Rangers conduct regular patrols</li> <li>▪ Ranger Staff on duty carry a charged mobile phone and Radios are held within the building.</li> <li>▪ All routes are checked at least weekly for any obstructions</li> <li>▪ Final exit leads to an area with a solid surface offering protection.</li> <li>▪ Fire exits are not obstructed by vehicles.</li> <li>▪ Park Bylaws are displayed at entrances/ main car parks</li> <li>▪ Park Bylaws do not permit fly tipping or fires on site</li> </ul> <p>There is Fire brigade accessible access to the site.</p>
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Risk: Personal Injury		
Slips, Trips and Falls	LVRPA Staff & Volunteers & Visitors	<ul style="list-style-type: none"> <li>▪ The WDC Officer(s) is responsible for regularly checking the building including the stairs and disabled access for damage and for rectification of any issues.</li> <li>▪ Any External issues found or advised of are the responsibility of the Fishers Green Site Ranger to rectify any issues.</li> <li>▪ The WDC is checked daily on the Patrol made by Rangers when another staff member is not on duty on site – all rubbish will be removed at this point</li> <li>▪ When Volunteers are operating the WDC they are responsible for removal of rubbish and general cleaning on a daily basis</li> <li>▪ Accident reports are monitored through the RDHA Air system and acted upon as required</li> <li>▪ Regular cleaning of Building by volunteers, Rangers and or cleaning staff.</li> <li>▪ All lighting is set on a time clock to be on from dusk to locking up time</li> <li>▪ Lighting failures reported to site staff/contractors called out</li> <li>▪ Weekly lighting test done including emergency lighting</li> </ul>
Manual Handling	LVRPA Staff & Volunteers	<ul style="list-style-type: none"> <li>▪ The WDC Officer(s) will train all new WDC volunteers in the use of Safe Manual Handling techniques as part of their induction. This includes use of the evac chair.</li> </ul>
Scalds Minor burns	LVRPA Staff & Volunteers and visitors	<ul style="list-style-type: none"> <li>▪ use of a boiling vessel and not a kettle.</li> <li>▪ firsts aid training and kits on site with burns pack</li> </ul>
Crush Injury from doors and viewing hatches	LVRPA Staff & Volunteers & Visitors	<ul style="list-style-type: none"> <li>▪ All viewing hatches have dampeners and a pulley system to slow down the descent – It is the responsibility of the Site Ranger and Volunteers, staff to check their operation and adjust as required as part of the Daily inspections</li> <li>▪ The WDC is operated by Staff / Volunteers on most</li> </ul>

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		<p>week/weekend days between 10.00-16.00 – generally the busiest periods</p> <ul style="list-style-type: none"> <li>▪ Doors have self-closer on them</li> <li>▪ First Aid Trained personnel on site and First aid kit present</li> </ul>
Cardiac Arrest	LVRPA Staff & Volunteers & Visitors	<ul style="list-style-type: none"> <li>▪ A Portable AED devise is located in the Discovery Room of the WDC</li> <li>▪ WDC staff will ensure that it is serviced and all elements are in date</li> <li>▪ Staff will be trained and will give training to WDC volunteers of the use of the AED.</li> </ul>

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<b>Risk: Electrocution from faulty wiring</b>		
Death or injury by electrocution from faulty installation.	LVRPA Staff & Volunteers & Visitors Contractors	<ul style="list-style-type: none"> <li>▪ All sockets are RCD protected</li> <li>▪ Fixed Electrical equipment tested &amp; certificated every 5 years.</li> <li>▪ All Portable Electrical appliances are tested &amp; certificated annually</li> <li>▪ The Budget Holder will occupy the role of Employer and Duty Holder in respect to the Electricity at Work Regulations 1989 as they apply to this facility/property/building and is required to be aware of these regulations.</li> <li>▪ Employ a competent person to carry out an inspection of and tests on the electrical installation in the facility/property/building in accordance with BS 7671:1992 "Regulations for Electrical Installations".</li> <li>▪ Record the results on a Periodic Inspection Report accompanied by a Schedule of Inspection, Testing and Results, detailed circuit by circuit.</li> <li>▪ Defects are to be promptly remedied by an adequately competent person and the remedial work items recorded in a form which will allow them to be identified as canceling out the originally listed defect.</li> <li>▪ On completion of the inspection and any/all remedial work required provide a certificate of compliance with the Electricity at Work Regulations 1989, copies of the inspection report and schedules together with a record of the remedial work done.</li> <li>▪ Electrical service cupboards are locked at all times.</li> <li>▪ Appropriate signage displayed on all installations</li> </ul>
Dogs In Building	LVRPA Staff & Volunteers , Visitors, Contractors and other dogs	<ul style="list-style-type: none"> <li>▪ Whilst well behaved dogs are allowed in the building these should always be on a short lead and under the control of their owners at all times.</li> <li>▪ Dogs should not be left unattended at any time</li> <li>▪ Under no circumstances are dogs to be fed on site</li> </ul>

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		<ul style="list-style-type: none"> <li>No dogs other than assistance dogs are permitted up the tower.</li> <li>Aggressive, noisy and dogs causing a commotion will with their owners be asked to leave the building</li> </ul>
<b>Risk: Unauthorized Access Outside Opening Hours</b>		
Vandalism Theft Personal Injury from Slips, Trips and Falls	Customers Contractors Staff Volunteers	<ul style="list-style-type: none"> <li>The hide is covered by CCTV 24 hour recording</li> <li>Signs are present that CCTV recording is taking place</li> <li>Ranger Patrol Log / Incident Reporting system to record any break-ins.</li> <li>Park guard are on call to assist rangers and volunteers if there are security or personal safety concerns</li> <li>Front of hide kept secure with access gate</li> </ul>
<b>Risk: Cash Handling</b>		
RobberyCashing up Banking Monies  Leading to possible Personal\Severe Injury – Cuts, Bruising , Bleeding	Staff Contractors Public Volunteers	No cash transactions take place. Electronic payment only.
<b>Risk: COVID 19</b>		
Risk of contracting COVID-19	Staff, customers and contractors.	<ul style="list-style-type: none"> <li>An information poster, is displayed at point of entry and key access points which highlights the risks of COVID-19</li> <li>Signage about safe use for members of the public will be displayed, this signage highlights the cleaning regime in place (Regular cleaning) and the social distancing requirements valid at that point in time</li> <li>Face coverings are no longer mandatory for all staff and volunteers and are personal choice however they are recommended for all but this cannot be enforced if they do not</li> </ul>



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		<p>wish to wear one, signage is displayed at entrance.</p> <ul style="list-style-type: none"> <li>• Hygiene requirements (handwashing etc.) and symptoms of COVID-19 is displayed on posters at entry points (Latest Government Advice posters)</li> <li>• Social distancing is recommended however again this cannot be enforced. Covid limits are now removed in all areas with all being asked to respect others space.</li> <li>• 2 auto hand sanitizers are provided and adequate supplies are maintained. Checked daily.</li> <li>• Staff and volunteers have access to separate hand sanitizers</li> <li>• Individual Visitors must take reasonable personal responsibility when using the facilities</li> <li>• Doors are propped open where possible to provide natural ventilation and reduce contact with door handles/push plates (Fire doors will remain closed at all times)</li> <li>• A scaled back daily cleaning and disinfection regime is in place which includes areas such as contact points.</li> <li>• All staff and volunteers will be issued with PPE.</li> </ul>
<b>Sales</b>		
Risk of Contracting Covid 19	Staff, customers and contractors.	<ul style="list-style-type: none"> <li>• 2 Auto hand sanitizers are provided and adequate supplies are maintained. Checked daily</li> <li>• Individual antiseptic wipes left next to Drinks Machines for Customers to wipe button before / after use and volunteers to do intermittently during the day</li> <li>• Drinks are either from individual bottles from the fridge (cold drinks) or from individually foil sealed cups.</li> <li>• Milk and sugar sachets along with the drinks are given to the customer by the volunteer on duty by request</li> <li>• Duck food is stored in a sealed container with small individual bags pre-filled by the volunteers on duty.</li> </ul>

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		<ul style="list-style-type: none"> <li>Pin Badges are in individual bags and are stored out of view in boxes and given to the customer directly by the volunteer on duty</li> <li>Payment is via electronic payment not cash for all sale items</li> </ul>
Discovery Room Activities	Staff, customers and contractors	<ul style="list-style-type: none"> <li>Magnets, pencils and stencils whipped on a regular basis by staff / volunteers following use</li> <li>Buttons on "sounds boards" wiped on a regular basis or after use by staff / volunteers</li> </ul>
<b>Risk: Rough Sleepers</b>		
	Staff, customers and contractor.	<ul style="list-style-type: none"> <li>Reports of rough sleepers dealt with by Senior Ranger and Park Guard, such that they are moved on as quickly as possible</li> <li>Hide will be kept locked if persistently being used by rough sleepers.</li> <li>Staff and Volunteers are to be mindful of safeguarding and report vulnerable or at risk individuals to the SRO who will report to the Safe guarding officer.</li> </ul>

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review	Review Conducted by:	Name (Print)	Simon Pile
		Position	Ranger Services manager -North
		Date	27.10.20
	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Head of Parklands
		Date	10/02/2022
	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Head of Parklands
		Date	1/04/2022
	Review Conducted by:	Name (Print)	
		Position	
		Date	
	Review Conducted by:	Name (Print)	
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