

VOLUNTEER ROLE DESCRIPTION

Role Title:	General Assistant
Department:	Lee Valley Marinas
Location/Facility:	Lee Valley Marina – Stanstead Abbots
Working with:	Marina Manager Marina Staff
Time Commitment:	Volunteers can help out anytime during opening hours. Mondays to Saturdays 08:30-16:30

Purpose

To assist in providing a high quality visitor experience for people using the marina, through site maintenance and customer service.

Details of Role	• Assist with the movement of boats • Litter picking on site to ensure a clean and tidy site. • Providing information to visitors about the site, Lee Valley Regional Park and the local area. • Assist with serving customers. • Help with workshop tasks • General maintenance jobs as needed. • Assist with general boat maintenance and repairs.
Personal Attributes	• Interest in working on boats and engines • Good customer service skills. • Should be of an active nature. • Willingness to learn about the Regional Park. • Interest in working out doors
What's in it for you?	• An opportunity to develop customer service skills. • An opportunity to gain experience in general maintenance work, including boat maintenance. • An opportunity to learn more about the Regional Park. • An opportunity to meet people who have an interest in boats and boating. • An opportunity to work outside.
General	• To carry out tasks in line with the Authority's policies and procedures including: ○ The Authority's Health and Safety Policy ○ The Authority's Volunteer Policy ○ Volunteer induction pack rules and regulations • Undertake induction and training and development consistent with your role.

For further details contact volunteers@leevalleypark.org.uk

Risk Assessment Form

Centre: Lee Valley Marinas	Original Date: 20 October 2015	Carried out by: Steve Bragger
Risk Assessment: Volunteers working at Marinas		

Significant hazards	Groups of people who are at risk from the significant hazards identified	Existing control measures or note where the information may be found Risks which are not adequately controlled on the risk reduction plan
Risk: Individual Capabilities		
Personal injury / musculoskeletal disorders may result from manual handling tasks	Volunteers	- 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 - First aiders on site

Risk: COSHH		
Lack of appreciation & understanding of the risks posed from Chemical agents (<i>very toxic, toxic, harmful, corrosive & irritants</i>)	Volunteers	▪ 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
Risk: Adverse Weather		
Personal Injury, fatigue, unconsciousness	Volunteers	▪ Reduce exposure to prolonged heat or cold ▪ Ensure the provision of rest facilities & access to refreshments ▪ Task/event postponement ▪ See Working In Weather Conditions RA ▪ See Working In Hot Weather RA ▪ See Manual Handling RA ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision in place
Risk: Working At Height		
Personal Injury, Severe Injury, Possible Death	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision in place ▪ First Aiders on site
Risk: Slips/Trips /Falls		
Personal Injury	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision in place ▪ First Aiders on site

Risk: Dusts		
Respiratory Problems, Personal Injury	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision in place ▪ First Aiders on site
Risk: Fire		
Severe Injury, Possible Death	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ Emergency Action Plan (EAP) in place ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision in place ▪ First Aiders on site ▪ Fire Marshall provision in place
Risk: Hand Tools		
Personal Injury	Volunteers	▪ See Use Of Hand Tools RA ▪ 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 provision on site ▪ First aiders on site ▪ Manual handling information is given to Volunteers ▪ Pre-user checks are completed

Risk: Portable Power Tools		
Personal Injury, Severe Injury	Volunteers	▪ Volunteers receive an Induction ▪ Specific Training is given ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision on site ▪ First aiders on site ▪ Supervisor will have mobile phone to contact Emergency Services
Risk: Weils Disease		
Exposure To The Disease	Volunteers	▪ 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 instruction ▪ Volunteer guidelines – Separate data sheet of Weils disease ▪ First Aid provision in place
Risk: Boats		
Personal Injury, Severe Injury, Fatality	Volunteers	▪ See Use Of Boats On Inland Waters RA ▪ Lifejackets are worn when working on the water ▪ Emergency Action Plan (EAP) in place ▪ First Aid provision in place ▪ First aiders on site ▪ Supervisor will have mobile phone to contact emergency services

Risk: Blue Green Algae		
Risk Of Eye Irritation, Asthma, Allergic Reactions & Gastric Problems.	Volunteers	▪ 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 instruction ▪ Volunteer guidelines
Risk: Tetanus		
Severe Injury	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ Volunteers are to keep up to date with their booster injections
Risk: Legionellosis		
Respiratory Problems	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines
Risk: Lone Working		
Personal Injury, Severe Injury	Volunteers	▪ Buddy system in place ▪ Supervisors and Volunteers are to carry mobile phones in case of emergency ▪ There is no lone working

Risk: Dead Animals		
Contraction Of Diseases	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ 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	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ 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	▪ See Weils Disease ▪ See Blue Green Algae ▪ See Working In Or Near Water RA ▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ First Aid provision in place ▪ Life saving equipment is available

Risk: Safeguarding		
Contact with unsupervised children and vulnerable adults	Volunteers	▪ Role reviewed by Safeguarding Officer to assess risk and requirements of role and confirm DBS not required

Risk: Coronavirus		
Contraction of Disease	Volunteers	▪ Volunteers receive an Induction ▪ LVRPA staff supervision ▪ Volunteer instruction ▪ Volunteer guidelines ▪ Volunteers are made aware of Covid -19 RA ▪ PPE is offered as a safeguard ▪ Hand Sterilising solution is available ▪ Covid safe to go site ▪ 2 x per week Covid testing on site

Review	Original :	Name (Print)	Steve Bragger
		Position	Marina Manager
		Date	20/10/2015
	Review Conducted by:	Name (Print)	Steve Bragger
		Position	Marina Manager
		Date	18/01/2017
	Review Conducted by:	Name (Print)	Steve Bragger
		Position	Marinas manager
		Date	07/08/2018
	Review Conducted by:	Name (Print)	Jill Pritchard
		Position	Marina Office Manager
		Date	20/05/2021
	Review Conducted by:	Name (Print)	Claire Baker
		Position	Marina Manager
		Date	09/09/2021