

# Job Description

Quay Ranger	
Grade	C
Directorate	Strategic Services
Place of Employment	Great Yarmouth Yacht Station/Norwich Yacht Station/Reedham Quay and Ranworth

## Main Purpose of the Job:

To work flexibly across the Authority's three quays to ensure safe and orderly use of the moorings and facilities, to assist boat users and the public to enjoy safe, enjoyable boating and to offer an information service to members of the public in order to promote understanding of the special qualities of the Broads.

**Ranworth only** - To provide a flexible and comprehensive information service with associated guided boat trips to members of the public. To ensure safe and orderly use of the Ranworth Staithe moorings and to assist boat users and the public to enjoy safe, enjoyable boating.

## Main Activities and Responsibilities:

1. Advise and assist boat users to manoeuvre, moor and unmoor safely to ensure the Authority's regulations in relation to mooring are observed, assisting with securing and letting go of vessels and giving general advice on boat handling and navigation as may be appropriate. Ensure that available mooring space is efficiently and effectively used, including directing the position of mooring vessels, aiding safe boarding and disembarkation and minimising the risk of damage to vessels and to the mooring area. Give directions to those in breach of such regulations and reporting breach of the regulations to the appropriate officers.
2. Facilitate and actively promote enjoyment of the Broads by the general public by providing information and assistance including interpretive literature, and to ensure that a supply and display of such literature is maintained.
3. Sell short visit licences, interpretive literature and promotional items sold by the Broads Authority, as appropriate, issue receipts and bank any monies taken.
4. Assist boat users and members of the public in the event of accident, injury or man overboard, calling, liaising with and assisting emergency services as required and to keep full records of all accidents, injuries and incidents.
5. Maintain accurate records of visiting craft, observe and record events, incidents and river behaviour, liaising by Maritime VHS with vessels using the navigation, including giving verbal warning concerning speed, and making reports to the Authority's officers of breach of the Authority's navigation byelaws, speed limits, tolls and licensing regulations etc., obtaining and preserving evidence for use in the preparation of prosecutions for breach of the Authority's byelaws, etc., as appropriate.

6. Ensure that the Yacht Station/Quay Hut and surroundings are kept clean and free from litter or silt from overtopping tides and carry out minor works of maintenance where necessary such as to signboards, mooring facilities, life buoys, water standpipes, painting etc. as required, or to report significant defects to the appropriate body to ensure that all hazards are marked and fenced to protect the public.
7. Conduct 24 hour mooring inspection reports on a weekly basis, and produce and submit a written report of findings.
8. Ensure that the toilets and the showers at Great Yarmouth and Norwich Yacht Station are regularly cleaned to a high standard, with regular inspections throughout the day and deal with hazards immediately.
9. Operate, after training, the Authority's vessels and other plant, such as pump out and use them to assist other craft as appropriate.
10. Use, clean and maintain the Dory (Norwich Yacht Station only) and ensure it is properly secured.
11. Carry out other duties and responsibilities appropriate to the nature and grade of the post as directed by the Visitor Services Supervisor, Head of Communications, Head of Safety Management or Head of Ranger Services.

### **Ranworth only**

1. Operate a comprehensive information/interpretation service utilising computerised information systems to provide information and assistance to visitors.
2. Operate an EPOS system to take payment and bookings for Broads Authority events and services and sell a variety of books/guides and souvenirs.
3. Operate Broads Authority boat trips (Liana), providing a positive and informative commentary on the Broads, its wildlife and related matters and the work of the Broads Authority.
4. Maintain and clean the boat/visitor hub on a daily basis and to carry out regular checks and report any omissions or defects promptly.
5. Assist in the opening and closing of the visitor hub at the beginning and the end of the season.

### **Key Relationships:**

1. Report to the Visitor Services Supervisor (line manager)
2. Liaises with Safety Management Officer/ Head Ranger with regard to responsibility for safety of boat users
3. Liaises with staff at Great Yarmouth Borough Council/Norwich City Council/Norfolk County Council Bridges Department or Network Rail Reedham Swing Bridge Operator, as appropriate.

## Person profile

Specification	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Good numeracy and literacy skills.</li> <li>▪ Good interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ RYA Powerboat Level 2.</li> <li>▪ VHF Radio Operator's Licence.</li> </ul>
<b>Specialist Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>▪ Good boat handling skills and/or experience.</li> <li>▪ Knowledge of the Broads and its navigation, wildlife and the surrounding area.</li> <li>▪ Be confident in a water environment.</li> <li>▪ Good IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ First Aid certificate.</li> <li>▪ Fire extinguisher trained.</li> <li>▪ Experience of outdoor working.</li> <li>▪ Use of EPOS tills (Ranworth only).</li> </ul>
<b>Mental Skills</b>	<ul style="list-style-type: none"> <li>▪ Post will require use of judgemental and interpretative skills in order to solve problems.</li> <li>▪ A flexible approach to encompass a wide range of tasks.</li> <li>▪ Ability to interpret information and present to the public at the appropriate level (Ranworth only for Liana boat trips).</li> </ul>	
<b>Interpersonal &amp; Communication Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent interpersonal skills in order to communicate verbally with a range of people in a friendly manner and provide guidance and information.</li> <li>▪ Ability to achieve respect and use persuasive skills and tact to diffuse situations.</li> <li>• Ability to deal firmly and quickly with potential and actual emergencies.</li> <li>• Good team worker.</li> <li>• Good presentation skills in order to give talks to a range of audiences (Ranworth only).</li> </ul>	

Specification	Essential	Desirable
<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>▪ Post involves co-ordination and dexterity.</li> <li>▪ Ability to operate a Dory/RIB (Norwich Yacht Station only).</li> <li>▪ Ability to operate the Liana trip boat (Ranworth only).</li> <li>▪ Good IT skills to use computer and tills.</li> </ul>	
<b>Initiative &amp; Independence</b>	<ul style="list-style-type: none"> <li>▪ Ability to respond independently to unanticipated situations.</li> <li>▪ Ability to work as an individual and as part of a team.</li> <li>▪ Ability to resolve problems by directing them to the appropriate section / organisation.</li> <li>▪ Ability to deal firmly and quickly with potential and actual emergencies.</li> </ul>	
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>▪ Ability to cope with a range of physical demands, such as manual handling – mooring of vessel and operating a dory/trip boat.</li> <li>▪ Periodic high physical effort.</li> <li>▪ Post holder may be constrained by the nature of the role to remain at their desk for considerable periods of time (Ranworth only).</li> </ul>	

Specification	Essential	Desirable
<b>Mental Demands</b>	<ul style="list-style-type: none"> <li>▪ Periods of enhanced mental attention when on boat trips.</li> <li>▪ Ability to deal with conflicting demands and interruptions, e.g. dealing with customers in person whilst experiencing interruptions from telephone enquiries and need to respond to boaters requiring assistance on the staithe/quay.</li> <li>▪ Concentration / attention to detail to ensure errors are not made when taking bookings / dealing with daily accounts.</li> </ul>	
<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>▪ Contact with the public and other external bodies including dealing with accidents/incidents will place regular emotional demands on the post holder.</li> <li>▪ Dealing with difficult customers and complaints.</li> <li>▪ Possible attendance at court to give evidence when necessary.</li> </ul>	
<b>Responsibility for People</b>	<ul style="list-style-type: none"> <li>▪ Direct impact on wellbeing of visitors, e.g. giving out safety information and advice that may affect their visit and enjoyment of the Broads. The prevention of serious accidents and incidents at dangerous locations due to tidal flow and low bridges.</li> <li>▪ Assist in the enforcement of byelaws.</li> <li>▪ Responsible for the health and safety of the public.</li> <li>▪ Ensuring safe navigation of the Broads, which has a direct impact on the users of the Broads.</li> <li>▪ Responsibility for safety of passengers on the Liana trip (Ranworth only).</li> </ul>	

Specification	Essential	Desirable
<b>Responsibility for Supervision</b>	<ul style="list-style-type: none"> <li>▪ Some provision of advice, demonstrations and guidance to volunteers.</li> </ul>	
<b>Responsibility for Financial Resources</b>	<ul style="list-style-type: none"> <li>▪ Handling small amounts of cash and PDQ payments.</li> <li>▪ Reconciliation of daily accounts and banking of takings.</li> <li>▪ Spending / reconciliation of small sums of petty cash and use of requisitions book.</li> </ul>	
<b>Responsibility for Physical Resources</b>	<ul style="list-style-type: none"> <li>▪ Keep and maintain accurate logs and reports.</li> <li>▪ Day to day maintenance of information centre, boat and boat shed.</li> <li>▪ Responsible for centre stock and day-to-day upkeep of office equipment.</li> <li>▪ Responsible for computerised / written data within TIC &amp; TIC network.</li> </ul>	
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>▪ Regular exposure to all weather conditions and disagreeable working conditions (use of pumpout machine and cleaning of toilets)</li> </ul>	

Last updated September 2023