



Volunteer at Underfall Yard: Education Volunteer

Underfall Yard was built in the 1880s as a purpose-built docks maintenance facility. The Hydraulic Power House was completed in 1887 and powered a network of locks, cranes, swing bridges and much more. The 1907 hydraulic pumps were decommissioned in 2010 and the building was opened to the public in 2016 as a Visitor Centre and cafe. Underfall Yard is not a museum. It is a working environment with maritime business, an operational slipway, the Docks Engineer and **Harbour Master's teams all contributing to** the working nature of the site. We provide education activities for many audiences, including: schools, youth engagement charities, adult learning groups and community groups.

Purpose of Role

- Deliver safe, informative and engaging activities in the Visitor Centre, around the site and in our education room
- Lead interactive tours around the site including to the Sluice Room and the Workshops
- Oversee the health and safety of visitors through familiarity with the risks posed by being a working boatyard and encouraging safe behaviour onsite

Anticipated Time Contribution

Educational visits to Underfall Yard can be booked 7 days a week, mornings, afternoons and occasionally evenings. Visits can last between 30 minutes to six hours. Whole-day visits are split into sessions and will include a lunch break. Please note that for whole-day visits, you can choose to sign up for half or full days.

Once you are fully trained you will be added to our list of Education Volunteers. You will receive emails with details of bookings and we will ask you to sign up depending on your availability.

Main Activities or Duties

Carry out pre-visit safety checks

Deliver safe, informative and engaging activities in the Visitor Centre, around the site and in the Education Room

Carry out actions to ensure the safety of visitors (i.e. taking alternative route on Cumberland Road when gates are locked; closing gates and putting out barriers when the slip is being operated; ensuring visitors stay behind safety barriers when machinery is in operation)

Keep up-to-date by reading briefings and information regarding the yard business, upcoming events and activities to share with visitors

Keep a record of the number of people who visit and offer timely feedback to Underfall Yard Trust staff about any comments from visitors or H&S issues

Support Underfall Yard Trust to carry out evaluation of the impact of visits

What we are looking for

Experience of working with school, youth, community groups or in an educational role

Knowledge of Underfall Yard and Bristol Harbour (history and engineering)

Engaging speaking manner

Friendly and approachable manner suitable to a visitor facing role

Reliable and a good team member

Good time keeping skills (i.e. ability to deliver the tour within the allocated timeframe)

Training

An induction will already be given to the yard, including an overview of procedures and health and safety. This will be revisited during the Tour Guide training.

Training on each session (i.e. hands-on hydraulics, nautical knots,

Opportunities to shadow and practice tours before delivering to paying customers

Ongoing support from the Community Learning and Volunteering Officer

Benefits

Expand knowledge of the **harbour's history and its operation**

Meet new people

Mileage allowance or travel expenses within agreed guidelines (as per volunteer handbook)

Opportunity to work as part of the team

Team events and trips

Notes

Education Volunteers must be at least 18 years of age.