



## Volunteer at Underfall Yard: Visitor Centre Volunteer (regular)

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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.

### Purpose of Role

- Provide a friendly and welcoming presence at Underfall Yard Visitor Centre
- Actively encourage members of the public to visit and enjoy the centre
- Support visitors to use the interactives
- Share information with visitors about the yard and any upcoming events or opportunities
- Encourage visitors to share their own memories, stories and feelings about Underfall Yard
- 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

Regular Visitor Centre volunteers are able to offer their time for the same session each week. During the summer (BST) the sessions are Morning (10am – 1.30pm) or Afternoon (1.30pm to 5pm). During the winter (GMT) the sessions are Morning (10am – 1pm) or Afternoon (1pm – 4pm). Please state which days and sessions you are available for when completing your registration form.

If you are not able to offer the same session each week, you may like to consider our Occasional Visitor Centre Volunteer positions.

### Main Activities or Duties

**Actively encourage visitors' to enjoy the centre by demonstrating how interactives work, answering questions and sharing information about Underfall Yard**

Carry out actions to ensure the safety of visitors (i.e. closing gates and putting out barriers when the slip is being operated, ensure visitors stay behind safety barriers when machinery is in operation)

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

Encourage visitors to sign up to our mailing list

Invite visitors to share their memories and stories about Underfall Yard

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

### **What we are looking for**

Enthusiasm for relevant subjects (Bristol, history, buildings, engineering, maritime industries, working with the public etc.)

Reliable and a good team member

Friendly and approachable manner suitable to a visitor facing role

Good record keeping skills

### **Training**

An induction will be given to the yard, including an overview of procedures and health and safety.

Training on using the interactives will be given

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**

Visitor Centre Volunteers must be at least 18 years of age or be accompanied by a guardian who is at least 18 years of age.