

PHCC Duty Officer brief

Boat House phone number is 01202 675580

There are 3 handsets available. 1 – by the main door. 2 – in the office. 3 – upstairs by the BT router.

The role of the duty officer now covers a wider range of tasks given that we operate from our new building. It is assumed that 2 people will be on duty to enable things to run smoothly on Wednesday evenings.

It would be appreciated if the Duty Officer team could arrive by 6.30 pm and have completed the opening duties below by 6.45 to allow the various activities to commence and run smoothly. It is anticipated that the building will be locked up and you will have finished by 10.30 pm at the very latest.

The key tasks to be managed are:

1. Unlock and enter the building.
2. Open the roller shutter door(s) to allow access to the clubs fleet of boats. Place the wooden barriers away from the working area so that they do not create a trip hazard.
3. Make sure the changing rooms are open and available for use
4. Make sure the toilet is clean and available for use.
5. Make sure the spraydeck trolley is in place and available for use.
6. Make sure the paddles are organised and available for use.
7. Prepare the trip forms at the desk so that members can sign onto the evenings activities.
8. Collect the £1 voluntary sub from each member as they sign in.
9. Make sure the working area on the ground floor is free of clutter and trip hazards.
10. Make sure water to the wash down hoses are working OK. This can be done in the intervening period between boats being taken out and the kit being returned.
11. Close the building at the end of the evening and leave locked and secure.

There are 3 main paddling activities that take place on a Wednesday evening.

1. The intermediate paddle commencing at 7.15 pm. The brief for this paddle is to be back at LP by 10.00 latest.
2. The novice session commencing at 7.30 pm. Normally finishes by 9.30 pm.

3. A water based LP activity commencing around 7.30 pm. This could be say rescue practise and is organised on the night. Normally finishes by 9.30 pm.
4. An additional short boat trip to say Rockley Bridge leaving circa 7.15 pm and again organised on the night as needed. Should be finished by 9.30 pm
5. Occasionally there is a longer paddle arranged getting back later and you will be informed when this happens with alternate arrangements made to lock up the Boat House.

Coaching cover for the above trips is arranged by Rose Purkiss and not part of this brief. Occasionally this does not go to plan and someone from the Committee will get involved and help.

There are a few pointers to help with getting started as follows:

1. When opening the building place your fob over the external reader to open the door. Assuming no one has entered before you the alarm will be sounding. To silence it place your fob over the internal reader and that's that. If there is no alarm sound make yourself known to whoever is already in the building.
2. DO NOT attempt to open the roller shutter doors with the wooden bars in place.
3. Once the doors are open place the blackboard outside in a prominent position away from the doors for the trip leaders to write their name and trip details on.
4. Make sure all individuals entering the building or hiring kit are members. If they are not ask for their name and seek guidance from a committee member.
5. Manage the trip lists that will be left out and when you think their full hand it to the trip leader so that a final count can be made PRIOR to the trip leaving the beach.
6. When entering the person's name onto the trip list please ask for the £1 voluntary donation and place it in the honesty box.
7. Advise if you can on the correct type and size of boat for the paddler looking to borrow our equipment. There should be a list available to help you with this. Each boat is numbered and the person's details should be recorded against this.

8. If a BA and spray deck are required, make sure the paddler knows how to use it, suggest they check it's in working order, fits properly and has a working whistle. If not direct them to the trip leader.
9. DO NOT let out any canoe or kayak that is marked as private to the person who is not the owner unless by prior arrangement.
10. DO NOT let out any canoe or kayak with RED AND WHITE tape attached to it which indicates outstanding repairs/safety defects are needed. On discovering a boat needing repairs/safety defects mark the problem with gaffer tape and tie red and white tape to the toggle. Make a note of its number and write the details on the notice board.
11. Ensure the clubs emergency radios are charged and ready for use.
12. Roll out and fill the equipment bath ready for kit rinsing later – press gang assistance if needed.
13. Sweep through and clean if necessary.
14. Check only CLEANED equipment is logged back in and the log book is duly completed as being returned.

Prospective new members.

We should welcome and encourage new people who have a genuine interest in joining the club, or are guests of members.

Non members should be advised about the nature of the club and how to join. There will be a flyer available for you to give out. They can take part in a club activity on a trial basis, provided it's appropriate for their skill and experience and the leader or coach agrees. This includes the use of club equipment as necessary. Non members are expected to join the club after a couple of sessions, with a maximum of four such sessions.

We do not provide boat hire to the general public.

Before you leave.

1. Empty the equipment bath and roll back into the building.
2. Ensure all signed kit out kit is returned clean and placed back in the racks correctly.
3. Unplug and switch off the radio chargers and other electrical devices.
4. DO NOT switch off the computer or CCTV equipment.
5. DO NOT switch off the router upstairs by the window. This must be left on at all times.

6. Check the upstairs kitchen is clean, tidy and any dirty cups are washed up.
7. Check all the upstairs windows are closed and locked.
8. Make sure all the upstairs lights are turned off.
9. Ensure the emergency fire exit at the bottom of the stair well is securely closed.
10. Close the roller shutter(s) – ensure they are fully down – and then replace the wooden bars.
11. Check all taps are turned off and not left running.
12. Check the toilet/shower room is clean and tidy, there are no taps running and the LIGHT IS OFF. The switch for this is on the RIGHT HAND external side of the door frame!
13. If you cannot stay late then you MUST find another club member to take over.
14. If inexperienced paddlers are seriously overdue raise the alarm.
15. Ensure all downstairs internal and external doors are closed.

To exit the building:

- a. Press the silver exit door release button to open the door.
- b. Place your fob over the internal reader. The alarm will then sound.
- c. Exit the building turning off the lights on the way out.
- d. Close the door firmly behind you and that's it.

If you need to contact a Trustee for any reason in the first instance please contact Jenni Dennett on 07932 754863, Keith Wright on 07808 916507 or Steve Hills on 07799 082263.

Steve Hills Issue A – 24th March 2017

Issue B – 1st April 2017