

Receptionist

The reception is manned on the main sailing days, currently Tuesdays and Fridays, and should be set up in time for the arrival of sailors from 9.30am and continue until sailing is completed.

- **Co-ordination of volunteer rotas**

The receptionist teams should co-ordinate amongst themselves, generally independently for Tuesdays and Fridays, their availability for the upcoming sailing days. They should ensure that cover is available with sufficient experience for the main receptionist roles such as using the laptop. If necessary they should inform the Volunteer Co-ordinator and OOD that cover may be insufficient.

- **Preparing reception desk**

- Turn on mobile phone
- Take Receptionist's basket and paperwork from NFS cupboard
- Set up and open laptop
- Set up sailing board
- Complete radio check
- Collect buoyancy aids, life jackets and radios from NFS shed

- **Greeting Sailors (Disabled Members)**

- Enter sailor's name on Daily Log to ensure they sail in turn. Also this is vital as we use this information to complete our returns for RYA Sailability.
- All Volunteers/Sailors should be encouraged to follow us on Facebook where they will find up to date news and an Events Calendar

- **Collecting Fees**

- Ensure money is placed in 3 appropriately labelled bank envelopes
 - Daily Sailing Fees
 - Tea Money
 - Annual Membership Fees
- Issue receipts when requested, normally by groups

- **Collecting Daily Sailing Fees**

- Sailors - £2.50
- Potential sailors trying facilities for first time – free taster session
- Carers - no charge

- **Collect Annual Membership Fees**

- Independent sailors - £22.00
- Sailors as part of a group - £11.00
- Young Sailors (18 or less) - £15.00
- Volunteers - £5.00
- Young Volunteers - no charge
- Cheques should be made payable to "*New Forest Sailability*".

- **Registering new members - Membership Forms**

- **New groups** must complete a membership form and should have agreed numbers and a time slot with the Membership Secretary.
- **New Individual sailors** must complete a membership form.
- **New Volunteers** should:
 - i) complete and return both sides of the Membership Form.
 - ii) complete a DBS form; Steve Kitson will arrange this. Steve will need to see three forms of identification, e.g. Passport, Birth Certificate, Driving Licence or Utility Bill, PLUS National Insurance Number. Youths under the age of 16 do not need to complete a DBS.

- Advise sailors and volunteers that their email address is essential to us to be able to communicate with them. We will not distribute this to anyone else and the distribution group emails do not disclose the recipients.
- **Registering New Members - NFS Membership cards**
 - Issue a Membership Card to all new members
 - Put an *Access Code* sticker on the back of volunteer cards ONLY.
 - Write the Membership Number from the NFDS membership card onto:
 - i) The sailor's or volunteer's Membership Form
 - ii) NFDS Membership List
- **Introduction of new volunteers**
 - Any potential new volunteers turning up should be made welcome. The new volunteer should be introduced to the OOD, a committee member present, or someone with equivalent experience and knowledge of NFS to start the introduction to NFS as set out in the document: Guidance for those Introducing and Inducting New Volunteers. This is in the lever-arch folder. A potential volunteer may wish to see whether volunteering at NFS suits them before deciding to join, that is fine but the Minimum introductory requirements must still be covered first. If they wish to join immediately, or when they are ready to do so, they need to complete the Volunteer Membership Form and should be offered a Volunteer Log Book.
- **Issuing buoyancy aids or Life Jackets**
 - Ensure all sailors, carers and volunteers wear buoyancy aids or life jackets when they are sailing, also when walking near the water and/or on the pontoon. NB only certain sailors with specific support needs are now eligible to wear inflatable life jackets
 - Assist with fitting buoyancy aids or life jackets ensuring all straps are firmly adjusted and the crotch strap, if fitted, is secure.
- **Organising Sailing Trips**
 - Liaise generally with the Pontoon Co-ordinator but keep radio communication to a minimum
 - Inform the Pontoon Co-ordinator which sailors are due to sail next and any special requirements such as a hoist, hard back, single-handed sailing, carer shadowing etc.
 - If sailors require to be shadowed in a safety boat by a carer this is subject to the availability of a second safety boat and driver and at the discretion of the OOD.
 - Any emergency medication or treatment that such a shadowing carer may need to administer must be capable of administration by the carer in the safety boat to the sailor in the sailing boat. This specifically excludes medication administered rectally.
 - Inform sailors when it is their turn to sail.
- **Organising power boat Trips**
 - Liaise with the OOD to determine if power boat trips should be offered. This will take account of wind and weed conditions, the availability of safety boat drivers etc. It is the OOD's decision.
 - Liaise generally with the Pontoon Co-ordinator and power boat driver and but keep radio communication to a minimum
 - Inform the Pontoon Co-ordinator which sailors are due to go on the trip next and if wheel chair access is required.
 - Inform sailors when it is their turn to go on a trip
- **Serving Refreshments**
 - Make teas, coffees etc, wash up, tidy kitchen
- **Answering the telephone**
 - Answer with "*Sailability at Spinnaker Sailing Club*"
 - If the caller is for Spinnaker, then advise them to dial 01425 483692

- **Following Emergency Procedure or reporting an incident, accident or injury**

- The emergency procedure is in the lever-arch file
- Incident/accident/injury form is in the lever-arch folder

Use one form for each incident, accident or casualty. The form should generally be completed by the Officer Of the Day (OOD) and any incident should in the first instance be reported to the OOD, who will decide whether a report is necessary. A report should certainly be completed if medical treatment beyond minor first aid was required or if further action may be required, for example a carer indicated that they need to report an incident to their management or NFS may need to review its procedures or policy. The form should be filed in the Incident Folder kept in the NFS cupboard, which will be periodically reviewed by the Management Committee. The OOD should decide if the incident justifies specific reporting to the Management Committee.

End of Day Procedures

- **Cashing Up**

- Count the money in each bank envelope and write the total amount on a label
- Give to the Treasurer or nominated person

- **New member forms**

- Give any new Membership forms to the Membership Secretary.

- **Tidying Up**

- Put all the paperwork, etc. into the receptionist's basket and replace in NFS cupboard.
- Put away anything else that is left out on your table.
- Put any lost property in receptionist's basket. Anything valuable should be reported to the OOD.
- Ensure that radios are switched off and batteries are placed in the charging unit in the shed.
- Make sure that all the mugs are washed up and put back on the shelf.
- Put all NFS drinks into their plastic containers, and return to the NFS cupboard in the kitchen along with the kettle.
- Switch off water heater
- Give tea towels to nominated person for washing and return the following week.
- Put buoyancy aids and life jackets back on the racks and ensure they are sorted according to size and returned to the shed.
- Final check and clear-up; lock the cupboard
- Ensure French windows are locked
- Ensure main door is locked (in liaison with Spinnaker staff, who may not require it to be locked)
- The key fob should be placed in the shed in the drinks cupboard
- Locking the shed is the responsibility of the last person to leave.
- Locking the drive gates is the responsibility of the last person to leave.