

Role Description

Active Travel Hub Volunteer

Help establish Morecambe Bay as an inclusive, accessible centre for walking, cycling and wheeling in low carbon ways.

1. Description of role

We are looking for people to help us create opportunities for the public to enjoy the Bays beautiful landscape by foot, bicycle, e-bike, mobility scooter and Tramper. You will have a passion for the Morecambe Bay area and recognise the need to protect its environment, removing barriers for people to access it responsibly through low carbon active travel. The role provides the opportunity to meet and greet visitors to Grange-over-Sands and engage local people, providing them with the information and means to travel further afield, discovering some of the Bays best views, hospitality and attractions, without using a motor vehicle.

2. Why we need you

Morecambe Bay Partnership is a small charity that exists to entwine people and place and to keep Morecambe Bay special. We have a vision for Morecambe Bay to be an exceptional place to live and an outstanding place to visit. A place where the local economy provides healthy, happy, low-carbon living for everyone. Nature is more abundant, heritage is understood, protected and celebrated, and our culture is thriving.

Local people have the knowledge and passion for the area that can make a difference and we want to provide ways for you to share it with others for the betterment of our communities. Our charitable work relies on fundraising and the generous support of volunteers giving time to help run our activities.

3. Main tasks

The role of Active Travel Hub Volunteer is new and evolving as we develop new opportunities from our Grange Station platform building. You can help us shape these services based on the needs of the community and visitors to the area. You may choose to focus on one area only of the Hubs activity or engage more widely in tasks that include (but are not limited to):

- Taking part in Morecambe Bay Partnership training sessions and team meetings appropriate to the tasks of this volunteer role.

- Meeting and greeting pre-booked visitors wanting to hire:
 - Standard mobility scooters for use on the promenade and in the town
 - Tramper all-terrain mobility scooters from our Grange Library site
 - E-bikes for cycling excursions into the surrounding countryside.
- Taking bookings on site for hire of equipment at the Station Hub and Library.
- Providing simple training and assessment prior to hirers leaving the site.
- Acting as emergency contact for the duration of the equipment hire or passing on that responsibility to a delegated member of staff via the agreed procedures.
- Where practical, assisting mobility scooter and Tramper users who are stranded or in difficulty (non-emergency only).
- Meeting the hirer on their return to check equipment back in.
- Completing basic monitoring information.
- Providing information to visitors on things to see and do and facilities in the area, including the Ways Around The Bay recommended cycling and walking routes and MBP organised activities.
- Promoting responsible behaviour that helps protect the environment of Morecambe Bay for the future.
- Taking part in promotional activities for our active travel offer and wider community programmes.
- Assisting qualified leaders in guided walk and cycling events and activities.
- Any other tasks jointly agreed as the role develops.

4. Time commitment and operating model

We intend to open the Grange Hub as often as possible using a mix of staff and volunteers to do this. Opening times will be dependent on availability so we envisage this increasing gradually over time.

We have an online booking system for our hire services and can limit availability to match that of staff and volunteers. There is no expectation for volunteers to work set days/times, but this may suit some and will help us plan our services. We can also manage bookings by asking for yours and other volunteers' availability as enquiries come in. Again, there is no expectation that you will be readily available, and it is our intention to build a volunteer team large enough to spread the workload to accommodate bookings.

For Tramper and mobility scooter services the typical hire period is around two-three hours in total, with 20-30 minutes at the start and 10-15 minutes at the end for induction and return

procedures. While the hirer is out you don't need to stay on the premises but will need to be able to respond to any queries, changes to plan or emergencies via the projects mobile phone. It is possible to have different staff/volunteers managing the beginning and end of a hire period if they are not available for all of it.

For e-bike hire the hire period is likely to be longer and therefore we expect the booking out and back in procedures to be shared more often, between volunteers and/or staff. Emergency contact for the duration of e-bike hire will be provided by a staff member, reducing the time commitment for volunteers to approximately an hour.

We also have opportunity to open the Station Hub for more general enquiries, ad-hoc hire bookings, providing information to visitors and promoting everything the area has to offer – both from the building and in its vicinity along the promenade. This will require a longer time commitment and can be timetabled but might suit some volunteers better.

Over time we hope to see the Station Hub become a place that our volunteers want to spend time in together, creating a supportive and sociable team who help us develop an offer to the local community and visitors to the town. We have lots of ideas for activities and events we could provide and want volunteers to bring theirs and develop them with us.

5. Training and expenses

Training will be provided by Morecambe Bay Partnership, or its delegated training provider, for all tasks associated with this role. We expect volunteers to identify new training needs as the project develops and help us design our training programme.

All volunteer expenses will be reimbursed in line with Morecambe Bay Partnership Volunteer Policy. No volunteer will be out of pocket as the charity's expenses claim process enables reimbursement for any transport and subsistence costs required to undertake the role.

All materials, equipment or clothing required to do this role will be provided by Morecambe Bay Partnership.

6. Skills, knowledge or qualities required

- You enjoy meeting people and working with others.
- You have a personal interest in walking or cycling or might have specific skills you can share in this field.
- You are keen to assist those with health issues that restrict their mobility.
- You are passionate about Grange-over-Sands and Morecambe Bay.

- You understand the impact carbon pollution is having on our planet and can see the benefits and opportunities for active travel to reduce this.
- You are good at explaining things in a clear and concise way.
- You are comfortable seeking people's feedback and recording basic information.

We don't expect anyone to have all of the above interests, skills and knowledge and welcome volunteers who can contribute in many different ways.