



Bruce Boats Administrator

15 hours a week, 3 hours every weekday. £12.50-£15 per hour, depending on experience.

Mainly working from home, but must be able to attend Great Bedwyn SN8 3PB once or twice a month.

Bruce Boats, part of the Kennet & Avon Canal Trust, runs a fleet of accessible holiday hire boats and a youth narrowboat on the Kennet & Avon Canal near Marlborough. We seek a motivated and enthusiastic person with good organisational skills to take a lead in customer bookings, support our volunteers, and develop our website and bookings processes.

Bookings include:

- Families with a disabled member booking holidays of between four days and a week
- Special schools, Rotary Clubs and other organisations with qualified skippers booking the boat for several days or a week
- Organisations such as day centres or care homes booking a crewed day trip
- Families with a disabled member booking a crewed day trip (often to celebrate a special occasion)
- Youth groups such as Guides and Scouts booking the Youth Narrowboat for a weekend or longer. These groups must have a qualified skipper, although we may be able to provide one if necessary
- Young adults booking on to a Gold Duke of Edinburgh's Award Residential on the Youth Narrowboat.

The job can mostly be done working from home, although there will be an expectation to attend Great Bedwyn once a month on a Friday morning April to September to take part in boat Turnaround days, to become familiar with the boats and to meet volunteers.

The right person will:

Essential

- have experience in a customer-facing role by email and phone
- have good communication skills
- have a flexible approach and good time-management
- be meticulous in record-keeping
- be in sympathy with the aims of Bruce Boats
- have patience and positivity!

Desirable

- have experience of working in the voluntary sector
- be confident in creating and maintaining a WordPress website
- have experience of using Social Media to promote a brand
- have a creative approach to problem-solving



Job Description

The Bruce Boats Administor will:

1. Reply to emails and phone calls:

- a. Screen enquiries for suitability, and direct those not meeting our charitable criteria elsewhere
- b. Answer questions about the boats and booking process, seeking advice where needed
- c. Ensure hirers have the relevant group size and experience, and ensure they know the options for training and / or additional support where appropriate
- d. Enter bookings in the master spreadsheet and keep this up to date
- e. Email hirers the link to the booking and VAT-relief forms

2. Follow through the booking process:

- a. Send balance of payment reminders, and issue receipts
- b. Check that all paperwork has been received, entering this on the spreadsheet, and following up where necessary
- c. Ensure that those needing training are put in touch with the training team
- d. Send reminder emails shortly before the hire
- e. Send follow-up emails and a link to the feedback form

3. Enter bookings on the online calendar, and ensure that this is kept up to date

4. Collaborate with the Branch Committe and Branch Chair:

- a. to share information about bookings and to seek ways of streamlining the booking process
- b. to update and improve the website
- c. to check that bookings are entered correctly on the online rostering system
- d. to promote Bruce Boats via Social Media
- e. to undertake additional tasks as requested, sometimes for other parts of the Kennet & Avon Canal Trust

5. Get to know the boats and the volunteers

Primarily through taking part in boat “turnarounds” on a Friday morning at Great Bedwyn once a month during the summer in lieu of office work on that day.

Occasionally attendance at events at other times may be required, in which case time off will be given in lieu.