

Boat crew roles

Role	Skipper
What would I have to do?	<p>Helm / handle the boat competently to agreed procedures</p> <p>Take ultimate responsibility for boat movement and safety on the cruise, including safety briefing</p> <p>Brief and work with the crew to meet the requirements of each trip</p> <p>Open up and close down the boat following all procedures with crew</p> <p>Obtain guest list and provide welcome alongside the Cabin Host</p> <p>Complete online end-of-cruise reports (maintenance, accident, incident, waste, customer feedback)</p>
What do I get in return?	<p>4 days of training, including a national qualification (Certificate in Community Boat Management) plus Electra e-boat and cruise training</p> <p>Cutting edge experience operating a fully-electric trip boat</p> <p>Varied days out on different types of cruises for different groups, working with different volunteers</p> <p>Useful experience for your CV</p> <p>Option to volunteer also as a Cabin Host and/or Boat Assistant, get involved in Onshore roles, projects to develop the canal through Milton Keynes, and in the work of the B&MK Waterway Trust</p>
How much time is needed?	<p>Time for initial and then annual refresher training</p> <p>Regular crew commitment for 10 days (15-20 half days) each season, choosing from a roster of opportunities that runs from March to December</p>
What skills are needed?	<p>Medical fitness for crewing responsibilities</p> <p>Proven safe and sound boat-handling (or willingness to learn)</p> <p>Teamwork with other Skippers, Cabin Hosts and Boat Assistants, and with onshore teams such as Maintenance, Sales</p> <p>Customer care and courtesy to all canal/canalside users</p> <p>Reliability to undertake rostered sessions following Electra processes</p>
Person spec	<p>Outgoing, calm, clear-thinking, good under pressure, safety-conscious, team player with a sense of humour</p>
Working with?	<p>Cabin Hosts, Boat Assistants, Lead Skipper, Skipper Mentor/Deputy, Guests</p>

Role	Cabin Host
What would I have to do?	<p>Work as part of the Electra team, taking responsibility for customer care and guest welfare, including food safety, hygiene and first aid</p> <p>Welcome guests, ensure they feel safe and comfortable, provide information, answer questions, gather feedback</p> <p>Maintain stock levels in the galley</p> <p>Serve hot and cold drinks and packaged snacks from the licensed café/bar, taking payment for these using the electronic order pad and card reader</p> <p>On selected public and charter trips, plate up and serve pre-paid light meals such as cream teas or ploughman's lunches</p> <p>Assist with emergency procedures and occasional boat handling</p>
What do I get in return?	<p>2 days of training, including Emergency First Aid at Work and Level 2 Food Hygiene Certificates, plus Electra basic boat handling and cruise training, plus alcohol, food service and electronic payment training</p> <p>Satisfaction of giving guests a great new experience visiting the canal and parks of Milton Keynes</p> <p>Varied days out on different types of cruises for different groups, working with different volunteers</p> <p>Useful experience for your CV</p> <p>Option to get involved in Onshore roles, in projects to develop the canal through Milton Keynes, and in the work of the B&MK Waterway Trust</p>
How much time is needed?	<p>Time for initial and then annual refresher training</p> <p>Regular crew commitment for 10 days (15-20 half days) each season, choosing from a roster of opportunities that runs from March to December</p>
What skills are needed?	<p>Good communication skills</p> <p>Ability to deal capably with all likely customer care scenarios</p> <p>Medical fitness for crewing responsibilities</p> <p>Willingness to learn to operate all galley equipment to provide café/bar and light meal service</p> <p>Willingness to learn food hygiene and first aid practical skills</p> <p>Reliability to undertake rostered sessions following Electra processes</p>
Person spec	<p>Outgoing, friendly, open, welcoming, organised, calm, safety-conscious, team player with a sense of humour</p>
Working with?	<p>Skippers, Boat Assistants, Lead Cabin Host and Cabin Host Mentor/ Deputy, Guests and Onshore team members and suppliers</p>

Role	Boat Assistant
What would I have to do?	<p>Assist with boat handling at moorings and locks, and on twilight cruises</p> <p>Assist with stocking the boat</p> <p>Assist with customer care and licensed café/bar and light meals service when there is a full boatload of guests</p>
What do I get in return?	<p>2 days of training, including Basic Boat Handling, Level 2 Food Hygiene Certificate, Electra boat handling and cruise training, alcohol and food service training</p> <p>Opportunity to progress to Skipper and/or Cabin Host roles</p> <p>Useful experience for your CV</p> <p>Varied days out working on different types of cruises for different groups, working with different volunteers</p> <p>Option to get involved in Onshore roles, in projects to develop the canal through Milton Keynes, and in the work of the B&MK Waterway Trust</p>
How much time is needed?	<p>Time for initial and then annual refresher training</p> <p>Regular crew commitment for 10 days (15-20 half days) each season, choosing from a roster of opportunities that runs from March to December</p>
What skills are needed?	<p>Medical fitness for boat handling responsibilities</p> <p>Ability to take and follow instructions from the Skipper or Cabin Host</p> <p>Friendly open professional manner with guests on board</p> <p>Customer care skills for looking after and serving guests on board</p>
Person spec	<p>Flexible team player, responsive to requests, observant and proactive on safety issues, happy to do whatever needs doing, sense of humour</p>
Working with?	<p>Skippers, Cabin Hosts, Lead Skipper, Skipper Mentor/Deputy, Guests</p>