

Electra role brief for Volunteer Welcome Centre Coordinator

Role	
What would I have to do?	Lead a team of Welcome Centre Hosts and help to answer their questions Organise the roster for the Welcome Centre Lead and deliver training to Welcome Centre Hosts Take part in monthly Ops Management Team Meetings Manage security and services in the Welcome Centre
What do I get in return?	Experience with working in team of dedicated volunteers to support the running and operation of a state-of-the-art electric community boat. Ability to develop and apply own skills to develop this role. Satisfaction of being part of a community activity that enriches Milton Keynes, and supports other community organisations.
How much time is needed?	Up to 3 hours per week leading the Team and one session a week on either Thursday, Friday, Saturday, Sunday in a shift pattern to suit the days you would like to do. The opening times (which may be adjusted) are 12.00 – 15.00 from mid March to mid December, excluding holidays and illness. We will always try to have 2 volunteers working in Electra Welcome Centre and follow our Lone Working Policy.
What skills are needed?	Good team building and managerial skills; self-motivated person; well organised; IT skills; excellent customer care, good oral communication. Precise attention to detail and timeliness are essential. Good inter-personal skills, friendly manner to work with guests and as part of the volunteer team.
Person spec	Professional and practical, well organised. Good communicator, good inter-personal skills, and a team player. Ability to get things done and achieve positive outcomes. A willingness to learn and to find out about the local canal and related activities.
Working with	Volunteer Welcome Centre Hosts, Bookings Manager and Business Lead

Electra role brief for Stock Controller (Volunteer post)

Role	
What would I have to do?	<ol style="list-style-type: none"> 1. Keep an up-to-date inventory of all stock held in the store and on Electra 2. Carry out a fortnightly stocktake. 3. Report stocktake results to business lead when requested 4. Order/purchase stock, in a timely fashion, as stock runs down
What do I get in return?	<p>Experience working in team of dedicated volunteers in the running and operation of a state-of-the-art electric community boat.</p> <p>Ability to develop and apply own skills in stocktaking and ordering.</p> <p>Useful experience for CV</p> <p>Satisfaction of helping a new social enterprise to succeed</p>
How much time is needed?	<p>3 hours per fortnight on average during cruising/booking season.</p> <p>Work to be undertaken in the store and on Electra. Some work online or shopping in person (purchases).</p>
What skills are needed?	<p>Precise attention to detail and timeliness are essential. Good organisational skills. Self-motivated person. Some simple IT skills required.</p>
Person spec	<p>Professional and practical, very organised.</p> <p>Good communicator, good inter-personal skills, and a team player.</p> <p>Ability to get things done and achieve positive outcomes.</p> <p>A willingness to learn.</p>
Working with?	<p>Working closely with the Lead Cabin Host and Business Lead.</p>

Role brief for Outreach/Community Engagement

Role	
What would I have to do?	<ul style="list-style-type: none"> • Develop an awareness of the diverse groups in Milton Keynes • Contact-making to reach out to the widest possible range of diverse communities within Milton Keynes, so that over time all are represented in our guests and volunteers • Identifying ‘under using’ groups who might like to take up offers of ‘Welcome to the Waterway’ guided discovery cruises, and matching these with business sponsors • Contact with Retirement Homes, Care Homes and other health/social groups re-charters • Contact with Parish and Ward Liaison re Special Events, information to local communities etc • Liaison re-charters with specific markets such as Community Groups, Schools, Businesses
What do I get in return?	<ul style="list-style-type: none"> • Experience with working in a team of dedicated volunteers in the running and operation of a community asset – a canal boat. • Ability to develop and apply own skills in engaging with and feeling part of the community • Useful experience for CV • Satisfaction of helping a new social enterprise to succeed • Satisfaction from engaging with diverse communities
How much time is needed?	<ul style="list-style-type: none"> • Half a day a week on average, but with possible peaks in spring and over the winter months for planning new activities • You may work in your own workspace, working online but particularly in the community
What skills are needed?	<ul style="list-style-type: none"> • An ability to research and identify diverse contacts within Milton Keynes • Good communication skills, particularly interpersonal • A range of IT skills, to include the workings of social media • An ability to contact and engage with diverse groups • Effective organisational skills
Person spec	<ul style="list-style-type: none"> • To be open minded and approachable • Good communicator, good inter-personal skills, and a team player • Ability to get things done and achieve positive outcomes. • A willingness to learn and be flexible
Working with?	<ul style="list-style-type: none"> • Outside organisations and guests • Ops Management Team members • Marketing Team members • Copywriters • Volunteers

Role brief for Marketing Lead

Role	
What would I have to do?	<ul style="list-style-type: none"> • Lead planning of marketing activity to support the Sales Plan, working with a small team of volunteers in a range of media • Ensure the plan is delivered and its impact is assessed in the light of customer feedback • Manage applications of MKCB Identity and all marketing collateral • Develop customer feedback systems • Support the Volunteer Lead with recruitment marketing • Work closely with copywriters in the production of printed media
What do I get in return?	<ul style="list-style-type: none"> • Experience with working in a team of dedicated volunteers in the running and operation of a community asset – a canal boat. • Experience of supporting volunteers to achieve their potential • Ability to develop and apply own skills in fulfilling a marketing plan • Useful experience for CV • Satisfaction of helping a new social enterprise to succeed
How much time is needed?	<ul style="list-style-type: none"> • Half a day a week on average, but with peaks in spring and over the winter months for planning new campaigns, for launch in March • You may work in your own workspace, working online and in the community, using your own equipment, and/or from our Campbell Wharf office when available
What skills are needed?	<ul style="list-style-type: none"> • Ability to identify and understand our customers' needs • A creative approach for planning and executing marketing strategies • Good communication skills, both interpersonal and via media • Ability to lead and motivate a small team • A range of IT skills, to include the workings of social media • Ability to see a global view of Electra's marketing activities
Person spec	<ul style="list-style-type: none"> • Strategic professional, practical and very organised • Good communicator, good inter-personal skills, and a team player • Ability to get things done and achieve positive outcomes. • A willingness to learn and flexibility in approach.
Working with?	<ul style="list-style-type: none"> • Ops Management Team members • Marketing Team members • Copywriters • Outside organisations and guests • Volunteers