

Freelance Admin Assistant role

MK Community Boat Electra is run by volunteers. As a growing social enterprise we now need some freelance support, from someone who has great office admin skills and works with other clients.

Support required

Cruise Administration, supporting the volunteer Business Lead: You'll reply to customer email queries, place food orders, create 'places left' message, make bookings in our system, issue invoices, manage cancellations due to bad weather or boat failure, and help update the cruise schedule.

Management Administration, supporting the volunteer Chair: You'll attend, minute, and provide booking and rostering reports for the monthly volunteer Management Team meeting.

Crew Roster Administration, supporting the volunteer Rostering Lead: You'll support volunteers setting up five 7-week crew rosters for scheduled cruises in Excel, logging offers and entering assigned crew in Fareharbor; and then implementing changes advised by crew.

Profile

We're looking for someone who can bring experience of support like this to our project. We need:

- Timely responses to customers and timely provision of data to suppliers/volunteers
- 100% accuracy in data handling
- Excellent written communication skills
- Skills in Excel and the ability to become an expert user of our Fareharbor booking system
- Good team working and ideally experience of working with volunteers
- Flexibility to service the contract briefly most days in high season

Hours

This is a flexible role for a growing charity, ideal for someone to do alongside other contracts. Hours approx 40pm in high season (7 months) and 20 in low season (5 months), 380pa. Rate £15 ph

The work can be done virtually, except for management meetings (currently 3rd Tuesday every month). It's a 'little and often' role - a bit needs doing most days for cruises to run smoothly.

You'll be given an Electra mobile phone for responding to customer and volunteers, and access to company systems and cloud storage as needed. You'll be encouraged to hot desk occasionally in the Electra Welcome Centre at Campbell Wharf, which gives useful access to customers and volunteers.

How to apply

Email electra@bmkwaterway.org if you have any questions before offering your services.

To apply, send us your CV and a short covering email explaining your interest in Electra, with examples of how you provide this type of support and how you meet the profile required.

Applications close on 24 April.

Interviews will be held on Monday 29 April in the Electra Welcome Centre, with invitations made by the end of Friday 25th April.

The contract is available from 18 May on an ongoing basis with one month notice from either side.