

Electra role brief: volunteer Summer Cabin Hosts 2025

Electra is the all-electric 12-seater trip boat on the Grand Union in Milton Keynes, run by volunteers from the Bedford & Milton Keynes Waterway Trust. Cruises depart from Campbell Wharf, Great Linford and Fenny Stratford, Tuesday-Sunday, morning and afternoon/early evening. Electra runs over 250 cruises pa, carrying 2,500 guests, with very high satisfaction rates. For more details see www.bmkwaterway.org/electra

We want to recruit 2-4 volunteer Summer Cabin Hosts to work in our busiest period July to September in 2025, welcoming and serving guests on board the boat. Full training and support is given. The minimum volunteering requirement is a total of 50 hours during this period.

It's a great opportunity for young people turning 18 who are looking for volunteer work experience before going on to full-time study or work. It build skills relevant to leisure, tourism, hospitality and customer care sectors. Details below; contact volunteers.electra@bmkwaterway.org

Role	
What would I have to do?	<ul style="list-style-type: none"> • Work as part of the Electra boat crew team, with responsibility for customer care and welfare, including food safety, hygiene and first aid • Work with the Skipper to open up the boat, board guests and close down • Welcome guests, ensure they feel safe and comfortable, provide information, answer questions, gather feedback • 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 • On selected trips, plate up and serve pre-paid light meals such as cream teas • Assist with emergency procedures and occasional boat handling
What do I get in return?	<ul style="list-style-type: none"> • 2-3 days of training, including Emergency First Aid at Work and Level 2 Food Hygiene Certificate; basic boat handling; customer care; food and drink service; electronic payment training • Satisfaction of giving guests a great new experience visiting the canal and parks of Milton Keynes • Varied days out on different types of cruises for different groups, working with different volunteers • CV experience for work in tourism, hospitality, leisure, customer service • Certified hours of volunteering experience and an open reference for future employers • Travel expenses to get to/from Electra • Option to get involved in onshore marketing activities by volunteers • Option to remain/return as Cabin Host in future
How much time is needed?	<p>This is a time-limited scheme to support our busy July-September season. Training will take place in June or early July.</p> <p>A minimum commitment of, on average, one five-hour session a week for ten weeks is required (ie 50 volunteering hours) during July to September 2025</p>
What skills are needed?	<ul style="list-style-type: none"> • Good communication skills • Ability to deal capably with all likely customer care scenarios • Medical fitness for crewing responsibilities • Willingness to learn all the skills required for the role • Reliability to undertake rostered sessions following Electra processes
Person spec	<p>Outgoing, friendly, , organised, calm, safety-conscious, team player</p> <p>Must be age 18 at time of first volunteering session</p>
Working with?	<p>Trainers, Skippers, Cabin Host buddy, Guests, Bookings Administrator</p>

