

## Role brief for volunteer Booking Software Administrator

Electra is an all-electric accessible 12-seater boat. Volunteers runs 250 cruises a year, carrying 2,500 guests on board. Cruises raise awareness of waterway parks locally and contribute financially to our parent charity, the Bedford & Milton Keynes Waterway. [www.bmkwaterway.org/electra](http://www.bmkwaterway.org/electra)

Electra uses [Fareharbor](#) as the online booking software for the suite of 40 cruise options that we offer over the course of each season. We chose it for its ease of use and excellent technical support.

As we grow, we need someone to act as the administrator of our online Fareharbor set-up, to ensure that it is always up to date and accurate, and increasingly appealing and easy to use.

If you can regularly offer a few hours each week, are comfortable working online with databases and booking systems, are enthused by the Electra project, and can work well with volunteers, this may be for you - and we'd certainly like to hear from you. Email [volunteers.electra@bmkwaterway.org](mailto:volunteers.electra@bmkwaterway.org)

Role	
What would I have to do?	<ul style="list-style-type: none"> <li>• Keep all Items (cruises), online Calendars and Booking Flows up to date, appealing, and in line with business policies</li> <li>• Create new Items and modify Items for Custom Charters as needed</li> <li>• Create Reports that give a good understanding of booking patterns, catering requirements, contacts for marketing, donations, refunds etc</li> <li>• Manage Settings in line with business requirements (policies, messages, locations, booking flows, custom fields, campaigns, crew lists, T&amp;Cs etc)</li> <li>• Recommend and make changes in the light of customer feedback that will make the online booking experience even smoother and easier.</li> </ul>
What do I get in return?	<ul style="list-style-type: none"> <li>• The satisfaction of knowing that your actions ensure an excellent booking service for Electra customers, and enable our Operations Management Team to make maximum use of available water time</li> <li>• Experience of working in a charity business team</li> <li>• Opportunity to further develop skills and responsibilities in this area</li> </ul>
How much time is needed?	2-3 hours a week, mostly remote and at times to suit you, but also with opportunities to meet customers and colleague volunteers in the Electra Welcome Centre by our mooring at Campbell Wharf in MK
What skills are needed?	<ul style="list-style-type: none"> <li>• The ability to become an expert FareHarbor system user, with training (Understanding of online booking systems and experiencing in using them is a definite bonus for this role)</li> <li>• Ability to make use of guidance available (support, help files)</li> <li>• Accuracy and an eye for detail to check that all the data needed online for each cruise is available and correct</li> <li>• Ability to format reports to provide answers to business questions</li> <li>• Ability to create clear briefs for Fareharbor Technical Support when things are going right in our use of the software</li> </ul>
Person spec.	<ul style="list-style-type: none"> <li>• Happy using online systems</li> <li>• Self-starter who anticipates changes needed and plans to make them</li> <li>• Team player – able to work well with colleague volunteers and our Bookings &amp; Admin Assistant who works with customers</li> </ul>
Working with?	Volunteer Business Lead about Settings, Items and Reports; Bookings & Admin Assistant on customer queries; Fareharbor Technical Support Team for technical queries about the software

## Electra role brief for volunteer Communications Officer

We're looking for a volunteer with marketing skills to create and improve our newsletters, direct email, and website.

Electra is an all-electric accessible 12-seater boat. Volunteers run over 250 cruises a year, carrying 2,500 guests on board. Cruises raise awareness of waterway parks locally and contribute financially to our parent charity, the Bedford & Milton Keynes Waterway. [www.bmkwaterway.org/electra](http://www.bmkwaterway.org/electra)

Electra took Silver in the New Tourism Business category of the 2023 Beautiful South Awards and has consistently high review ratings. But after four years, our marketing needs a review and refresh.

If you can offer a few hours every week, have great written communication skills, are enthused by the Electra project, and can get along with fellow volunteers, this may be for you - and we'd certainly like to hear from you. Email [volunteers.electra@bmkwaterway.org](mailto:volunteers.electra@bmkwaterway.org)

Role	Communications Officer
What would I have to do?	<p>Take lead responsibility for</p> <ul style="list-style-type: none"> <li>• Keeping all pages of our website accurate and appealing</li> <li>• Creating 4 Quarterly Newsletters and 4 Customer News pa</li> <li>• Extending Outreach to local parishes and niche markets (eg walkers, care homes, schools, business) through varied communications (email, website, magazine articles etc)</li> <li>• Taking part in Operations Management Team meetings so that you have an excellent knowledge of the business, and in informal marketing meetings with colleague volunteers working in social media</li> </ul>
What do I get in return?	<ul style="list-style-type: none"> <li>• The satisfaction of knowing that your actions enable Electra to maximise the number and range of local people who get to enjoy cruises</li> <li>• Experience of working in a charity business team as a volunteer</li> <li>• Opportunity to further develop skills and responsibilities in these areas</li> </ul>
How much time is needed?	3-4 hours a week on a regular basis, mostly remote and at times to suit you, but also with opportunities to meet customers and colleague volunteers in the Electra Welcome Centre by our mooring at Campbell Wharf in MK
What skills are needed?	<p>Essential skills: Customer focus; clear, concise and compelling written communication; an eye for a good photo; the ability to work with design colleagues; the ability to work in a timely manner.</p> <p>Technical skills in Word, Wordpress (website) and Mailchimp (newsletters) are a bonus.</p>
Person spec.	<p>Team player – able to work well with volunteer Ops Management Team colleagues.</p> <p>Personable to undertake networking and outreach.</p> <p>Self-starter and finisher – able to meet regular deadlines.</p> <p>Able to research and present information in a persuasive manner.</p> <p>Ideally with copy-writing experience in publishing.</p>
Working with?	Ops Management Team members with defined responsibilities for sales, bookings and outreach; volunteers working in social media, press & pr, and those providing technical support in Wordpress and Mailchimp (if needed)

## Role brief for volunteer School & Youth Programme Administrator

Electra is an all-electric accessible 12-seater boat. Volunteers run over 250 cruises a year on the Grand Union canal in Milton Keynes. Cruises raise awareness of and contribute financially to our charity, Bedford & Milton Keynes Waterway. [www.bmkwaterway.org/electra](http://www.bmkwaterway.org/electra)

For young people, a trip on Electra provides a rich and varied learning in geography, history and science. It's also simply great to be out and about in nature on an all-electric boat. In 2024 Electra worked with 7 schools and 1 cubs' group, on a total of 32 trips. Groups ranged from under 20 pupils on two trips, to a whole year group of 90 on 9 trips over 3 mornings. Some trips were for the experience, others linked to curriculum areas. Feedback is always very positive and children frequently mention it being their favourite trip.

In 2025 we aim to double the number of schools/youth groups we work with. Find out more about our School & Youth Group programme here: <https://www.bmkwaterway.org/electra/schools/>

We're looking for a volunteer who enjoys contact with trip organisers and has the skills needed to administer the programme, from making contact with groups through making online bookings, sending invoices, and connecting them with team members who help to plan and review cruises. If you can offer a few hours a month, have great admin skills, are enthused by this programme, and can get along with fellow volunteers, this may be for you - and we'd certainly like to hear from you. Email [volunteers.electra@bmkwaterway.org](mailto:volunteers.electra@bmkwaterway.org)

Role	
What would I have to do?	<ul style="list-style-type: none"> <li>• Contact schools and youth groups that have know about Electra</li> <li>• Find contact information for other schools and youth groups, send email introductions to the programme and respond to email queries</li> <li>• Liaise with schools/youth groups to agree dates, times and numbers of cruises required (with support from the Business Lead)</li> <li>• Make bookings in our online system, issues invoices and check payments</li> <li>• Introduce a Liaison Volunteer to the school/youth group</li> <li>• Take notes of School &amp; Youth Group Programme Team Meetings</li> </ul>
What do I get in return?	<ul style="list-style-type: none"> <li>• The satisfaction of knowing that your actions enable Electra to contribute to young people's learning and wellbeing</li> <li>• The satisfaction of helping to extend the use of Electra to more schools and youth groups within Milton Keynes</li> <li>• Experience of working in a charity as a volunteer</li> <li>• Opportunity to further develop admin skills and responsibilities</li> </ul>
How much time is needed?	8=10 hours a month, mostly remote and at times to suit you, but also with opportunities to meet customers and colleague volunteers in the Electra Welcome Centre by our mooring at Campbell Wharf in MK
What skills are needed?	<ul style="list-style-type: none"> <li>• Good clear written communication skills.</li> <li>• Technical skills in Email, Word, and Excel.</li> <li>• Use of online software for making cruise bookings or willingness to learn how to do this.</li> </ul>
Person spec.	<ul style="list-style-type: none"> <li>• Team player – able to work well with other volunteers working with schools and youth groups.</li> <li>• Outgoing, friendly, professional communicator.</li> <li>• Organised, self-starter, good eye for detail.</li> </ul>
Working with?	Electra Business Lead, Schools Liaison Volunteers who help teachers/leaders plan programmes, and with school and youth group administrators

