Role brief for Walk Leader Volunteer

Role	Wlak Leader
What would I have to do?	Work as part of the Electra team, taking responsibility for customer care and guest welfare. While part of the team, the Walk leader often works as an individual with up to 12 guests. Research and reconnoitre the walks using the plans written by the Electra Team. Welcome guests, ensure they feel safe and comfortable, provide information, answer questions, gather feedback. Lead the walk ensuring all the guests are comfortable with the pace and commentary. Ensure the group is able to keep together.
What do I get in return?	Satisfaction of giving guests a great new experience visiting the canal and parks of Milton Keynes Varied days out on different areas around the canal with different groups. Useful experience for your CV Option to get involved in Onshore and Offshore roles in the operation of Electra and in projects to develop the canal through Milton Keynes, and in the work of the B&MK Waterway Trust
How much time is needed?	Time to research and reconnoitre rostered walks which may take 2 to 6 hours. Take part in up to six walks per season
What skills are needed?	Good communication skills Ability to deal capably with all likely customer care scenarios Medical fitness to walk at a variety of paces to match that guests Willingness to learn and use the 'script' for each walk provided by the Electra Team. Willingness to learn the social history of Milton Keynes and its industrial development and ability to explain and to answer questions. Capacity to adapt and use guests' knowledge. Reliability to undertake rostered sessions following Electra processes
Person spec	There is no specific training for this role as all Walk Leaders are assumed to have experience in leading walks with organisations such as Ramblers or Milton Keynes Parks Trust. Outgoing, friendly, open, welcoming, organised, calm, safety-conscious, team player with a sense of humour. Able to adapt to all guests.
Working with?	Electra Walk and Glide team and Guests.

Role brief for Cruise Information Production

Role	

What would I have to do?	• Apply established brand and style guidance to a range of printed and online information including:
	  ○ Route guides
	  ○ Location maps
	  ○ Spotter sheets
	  ○ Menu cards
	  ○ Onboard documents and guidance for crew

What do I get in return?	• Experience with working in a small team of dedicated volunteers, in the running and operation of a community asset – a canal boat. • Ability to develop and apply own skills in fulfilling this role • Useful experience for CV • Satisfaction of helping a new social enterprise to succeed
How much time is needed?	• Done in the off season, prior to cruising
What skills are needed?	• Skill in operating design software (eg Affinity/Adobe InDesign etc) • Understanding and application of brand and style guidelines • Good information design skills • Knowledge of routes, locations and boat operations
Person spec	• 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	• David Wolfson and Denise Taylor

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

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

Role	
What would I have to do?	• Contact schools and youth groups that have know about Electra • Find contact information for other schools and youth groups, send email introductions to the programme and respond to email queries • Liaise with schools/youth groups to agree dates, times and numbers of cruises required (with support from the Business Lead) • Make bookings in our online system, issues invoices and check payments • Introduce a Liaison Volunteer to the school/youth group • Take notes of School & Youth Group Programme Team Meetings
What do I get in return?	• The satisfaction of knowing that your actions enable Electra to contribute to young people's learning and wellbeing • The satisfaction of helping to extend the use of Electra to more schools and youth groups within Milton Keynes • Experience of working in a charity as a volunteer • Opportunity to further develop admin skills and responsibilities
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?	• Good clear written communication skills. • Technical skills in Email, Word, and Excel. • Use of online software for making cruise bookings or willingness to learn how to do this.
Person spec.	• Team player – able to work well with other volunteers working with schools and youth groups. • Outgoing, friendly, professional communicator. • Organised, self-starter, good eye for detail.
Working with?	Electra Business Lead, Schools Liaison Volunteers who help teachers/leaders plan programmes, and with school and youth group administrators