



Children's Sailing Trust

Job Description – Activities and Operations Administrator

About Us

Children's Sailing Trust is a charity based in Cornwall that offers access to sailing and watersports to children aged 8-14, as well as young people with additional needs. We are passionate about using these activities as a tool to develop confidence, competence and resilience, enabling participants to reach their full potential in life. One of our key beliefs is that all children and young people should have the same opportunity to learn sailing and watersports, irrespective of financial challenges, disabilities or special educational needs.

Our charity has been working on the Helford River since 1997, taking local children, young people and adults sailing, kayaking and paddleboarding through our term-time schools' programme. The organisation also offers commercial after school, weekend and holiday courses to generate funds that feed back into the sustainable running of the Charity. Children's Sailing Trust is a growing organisation and opened its second location and HQ late 2021 – a fully-accessible watersports centre and holiday accommodation at Trevassack Lake, a converted freshwater serpentine quarry on The Lizard peninsula. Complementing our activities on the Helford River, Trevassack Lake enables us to offer more to a wider range of participants with specialist equipment that allows watersports opportunities for all.

The Role

CST Trading C.I.C. (the trading arm of the Charity) has a fun and varied vacancy for an Activities and Operations Administrator within our small but committed team. This role is an opportunity for the right candidate to really make a difference for guests and visitors to Trevassack Lake. The role is currently offered to 31st October 2025 (possibility of a permanent position at the end of this time period) on a fixed term contract for full-time 37.5 hours per week, based at Trevassack Lake and could include working the occasional Saturday or Sunday on a flexible basis.

The primary role of the Activities and Operations Administrator is to support the smooth running of the charity's work at Trevassack Lake and the Helford River and ensure a high level of service is always provided.

You'll be working to directly support the Activities Manager alongside the watersports team members where required, which could be on land or on water (on the water training provided as required), but always working to support our charitable aims, including our commercial (non-profit) offerings.

You need to be comfortable in a customer facing role, just as much at ease talking to a business leader, visitor or a child with additional needs. You'll be capable and a very well organised individual who has a great working knowledge of all aspects of Microsoft Office and will have used booking systems before. A background in using Customer Relations Management (CRM) systems would also be an advantage.

As you would expect working for a small charity, no two days are the same and we all 'muck in' to help achieve the bigger picture – which is part of what will make working for Children's Sailing Trust so enjoyable.

Key Responsibilities and Duties Include:

- **Customer Service and Engagement:**
 - Provide a welcoming and professional front-of-house experience for all visitors.
 - Resolve customer enquiries via phone, online and in person, ensuring prompt and accurate responses.
 - Being proactive in helping customers getting ready and equipped for their watersports activities, ensuring a safe and enjoyable experience.
 - Process customer feedback and implement improvements.

- **Booking Management:**
 - Liaise with and help schools, clubs and groups getting booked onto the charitable sailing programme, including preparing service level agreements, managing waivers, creating registers, tracking attendance and helping with any queries.
 - Manage and maintain the CheckFront booking system, including creating bookings, updating inventory, invoicing customers, taking and processing payments.
 - Organise watersports bookings for Trevassack Holiday guests, both pre-arrival and during their stay.

- **Administrative Operations:**
 - Manage email inboxes and utilise Microsoft 365 applications (Excel, Word, Teams, SharePoint, Forms) for efficient administration.
 - Maintain accurate records and manage participant information in compliance with our GDPR, privacy and Safeguarding Policies.
 - Screen new and returning employees for qualifications and initiate DBS and safeguarding checks.
 - Accurately log and track watersports staff hours on a weekly basis.

- **Supporting the CST team**
 - Support the Activities Manager and Chief Instructor in the planning, staffing and administration of all CST's watersports events and programs.
 - Work with the Marketing and Communications Manager to publicise activities.
 - Work with the Head of Fundraising to collect and process activity data and feedback for fundraising applications and impact reports.
 - Liaising with the Finance Manager for activities staff payroll processing.

Personal Attributes, Skills and Experience

- Outstanding written, face-to-face and verbal communication skills
- Providing outstanding customer service shown through experience in reception or front-of-house environments
- Ability to work with a small but committed team
- Experience of working with digital booking software
- Strong working knowledge of Microsoft 365 applications (Outlook, Excel, Word, Teams, SharePoint, Forms)
- Experience of working for a charity or strong commercial brand
- Flexibility in approach to work hours and responsibilities
- Positive, forward-thinking approach with a can-do attitude
- Strong eye for detail and taking pride in work
- Understanding of GDPR and user experience best practice
- Commitment to and good understanding of the importance of safeguarding

- Excellent time management skills and able to work under pressure
- Interest in sustainable tourism in Cornwall
- Genuine interest in, and commitment to, the accessible, fair and inclusive principles of Children's Sailing Trust.

Desirable Knowledge/Experience

- Booking systems
- Microsoft 365, especially SharePoint, Forms, Teams, Excel
- Knowledge of/interest/participation in sailing or paddle sports
- Experience working with people with disabilities or SEN

A flexibility in your approach and attitude to this role is paramount – while there are core duties to complete like filling out paperwork, you might also be asked to help people into powerboats and operate the handheld radio. So, the post holder will be expected to adopt a flexible attitude to the duties, subject to the needs of the charity and in keeping with the general profile of the role.

Safeguarding and Inclusivity

Children's Sailing Trust is committed to creating a safe environment for all our participants, staff and volunteers. We have a robust Safeguarding Policy, and staff at all levels will have an enhanced DBS check. Our lakeside office is open-plan and fully accessible to wheelchair users. We welcome and encourage applications from under-represented communities.

Location

Based at our HQ at Trevassack Lake, Garras, TR12 6LH.

Hours

37.5 hours per week.

Salary

£23,985 FTE (£12.30 per hour)

Contract Type Fixed-term to 31st October with the possibility of a permanent position at the end of this time period.

Start Date

March 2024

How to Apply

Please complete our on-line Application Form at the top of our [Job page](#) and forward to:

Rupert@childrenssailingtrust.org.uk

Post: Rupert Whelan, Children's Sailing Trust, Trevassack Lake, Garras, Helston, TR12 6LH

Closing Date

14th March 2025

Interviews

Interviews will take place in March either at Trevassack Lake or online. Please let us know if there are any accessibility needs you may have for attending an interview.