



# Children's Sailing Trust

## Job Description

# CST Administrator

### About Us

Children's Sailing Trust is a charity based in Cornwall that offers access to sailing and watersports to children aged 8-16, 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 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 on an 8 month fixed term contract for full-time (37.5 hours) per week, based at Trevassack Lake and may include working either a Saturday or Sunday on a flexible basis. The role covers our peak season from beginning of March to the end of October.

The primary role of the Administrator is to support the smooth running of the watersports operation at Trevassack Lake and the Helford River and ensure a high level of service is always provided.

You will be working to directly support the Activities Manager alongside the Activities Team 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 will 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, preferably CheckFront, 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 CST Trading C.I.C. so enjoyable.

### **Key responsibilities and duties include:**

- Front of house duties, welcoming walk-in visitors, answering queries on the telephone or on-line and helping with enquiries across the CST group.
  - General administration duties including management of a booking system.
  - Liaising with schools/clubs/groups as necessary for our charitable sailing programme; working with the Lead Instructor to prepare documentation/agreements, create registers and manage day to day enquiries and keeping records of attendance.
  - Being proactive and helpful to ensure customers are equipped for their time on the water.
  - Organising watersports bookings for our Trevassack Holidays guests both before arrival and whilst they are staying with us.
  - Creating and maintaining accurate records, processing payments and invoices and helping with customer feedback.
  - Complying with all policies and procedures whilst embodying organisational values.
  - Being prepared to carry out work outside of the normal working pattern which could include evenings and Bank Holidays.
  - Working with our Marketing and Communications Manager to publicise our activities and opening times.
  - Keeping records of watersports staff contacts and training.
  - Liaising with the Activities Manager and Finance Manager about watersports hours for payroll each month.
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- Personal attributes, skills and experience
  - Outstanding written, face-to-face and verbal communication skills, and an ability to work with a small but committed team.
  - Experience of office administration and/or reception and front of house duties.
  - 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.
  - 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, preferably CheckFront
- Microsoft 365, especially SharePoint, Forms, Teams, Excel
- Knowledge of/participation in sailing or paddlesports
- 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, these range from filling out paperwork, to helping people into powerboats and manning the walkie talkie! 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 have an annual DBS check completed.

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 on The Lizard peninsula at Trevassack Lake, Garras, TR12 6LH, just ten minutes outside of Helston.

## **Hours**

37.5 hours per week which may include some Saturdays or Sundays.

## **Salary**

£22,425 FTE

## **Contract Type**

Eight month fixed-term with the possibility of a permanent position at the end of this time period.

## **Start Date**

March 2024

## **How to Apply**

Please email your CV with covering letter highlighting your key experiences relevant to this role to:

[Rupert@childrenssailingtrust.org.uk](mailto:Rupert@childrenssailingtrust.org.uk)

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

## **Closing Date**

26th January 2024

## **Interviews**

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



Image: Trevassack Lake