

Required for the 2011 Summer Season Administrators for Watersports Centre

We are looking for 3 administrators either full time seasonal or part time seasonal to operate a busy watersports/events centre office. The position at present is seasonal but if business demands allow will become a renewal yearly contract.

Pervious experience of administration is necessary but training will be given.

Candidates would need to be effective at following procedures, personally motivated to deliver a high standard of work. They should enjoy greeting customers and have a confident telephone manner. They would also possess excellent organisational and multi-tasking skills.

The administrator would be responsible for dealing with enquiries, correspondence, statistics, bookings, welcoming customers and shop sales.

Applicants must have good customer service, sound Basic English and Maths skills. They must also be proficient in Microsoft Office products.

Post commences: 21st March 2011

Remuneration: £5.87 to £6.75 per hour depending on age and experience.

Interviews: from 14th March 2011

For an application pack please email: john@whitecap.co.uk or telephone 01908 691630

Send applications to:-

John Chittock, Re: Administrator Position, Centre Manager, Whitecap Leisure, Willen Lake , V10 Brickhill Street, Milton Keynes, MK15 0DS , Tel: 01908 691630 or email john@whitecap.co.uk

More information on the centre is available at www.whitecap.co.uk

Person Specification

Criteria	Assessment	Essential, Desirable
• Skills		
Good organisational skills.	A I	Essential
Ability to prioritise and manage workload with minimum supervision.	A I	Essential
Flexible approach to work.	I	Essential
Ability to work as part of a team.	A I	Essential
Ability to work under pressure.	I	Essential
Ability to work on own initiative.	I	Essential
• Experience		
Experience of administration/office procedures.	A I	Essential
Experience of working in a customer focussed environment.	A I	Essential
Experience of advertising and promoting events.	A I	Desirable
Experience of working with young people.	A I	Desirable
• Knowledge		
Knowledge of word processing, Excel and desktop publishing packages	A I T	Essential
Knowledge of Health and Safety issues	A I	Desirable

• Values		
Understanding of working in an equal opportunity environment.	I	Essential

A = Application Form I = Interview T = Test

Job Description

Job Title: Watersports Centre Administration Officer

Employer: Whitecap Leisure Ltd

Responsible to: Centre Manager

Work Station: The shop & reception desk at the watersports centre

Working Hours: Full Time position 40hrs per week

Part Time Position 20hrs per week

Season: This position is from 21st March – 31st October with the possibility of an extension if business demands allows.

The centre is open 7 days a week, the 2 or 3 positions are to cover this period with the following duties.

Main Role:

To provide an efficient customer service watersports customers for enquiries, bookings and payments.

Principal Responsibilities:

Administration

- To follow all office procedures
- To initially answer all telephone calls received by Whitecap Leisure.
- To take messages for non watersports staff when no one is available to take the call.
- To respond to all enquiries for watersports activities where there is a standard programme on offer.
- Liaise with the Centre Principal and Chief Instructor and Schools Coordinator to obtain information \ program before quoting any non-standard requirements.
- To complete all the data systems both paper and electronic to record enquiries, bookings and information.
- To maintain the watersports database
- To receive from the Centre Principal timetables and working schedules for word processing, duplication and issue.
- Be responsible for a bring up system to follow up enquiries, invoices and consent forms.
- To maintain the stock level of RYA and BCU certificates and books as set by the Centre Principal.
- To maintain publicity hand-outs in the display area.

- With respect to the junior holiday courses in the school summer holidays complete enquiries and bookings to use the facilities of Wake MK and high ropes. To enter confirmations when received from these companies. To complete and sign all disclaimers on behalf of Whitecap Leisure prior to customers being sent to Wake MK and high ropes. To keep a duplicate of the form in the Whitecap office file and to check that the invoices received from Wake MK and high ropes correspond with the bookings made.
- To collect incoming mail.
- Keep all office files up-to-date and in order.
- To ensure that all mail is prepared for posting on a daily basis.
- To maintain a post record book with the date of dispatch, the recipient and the postage value noting first, second class or recorded delivery.
- Issue vouchers for watersports courses.
- Be responsible for taking payment for watersports courses.
- Play a significant role in marketing watersports courses as directed by the Centre Principal
- Have continual liaison with the Centre Principal to discuss and then take any action necessary concerning watersports particularly:-
 - Last weekend's courses.
 - The next two weekends courses.
 - Any school \ group booking in the next two weeks.
 - To review comments with the centre principal regarding administration and pre-course service as reflected on the customer evaluation forms.
- Supply course customers with relevant leaflets e.g. sailing, windsurf hire, joining instructions, booking forms.
- Keep dairy pages detailing craft usage and take bookings for hire of sailing craft and windsurfing

Pre Course Preparation

- Prepare the instructors tutor evaluation forms to include all the details appropriate to the course participants. Collect and file as necessary.
- Ensure the instructors have all the relevant information concerning their group.
- To ensure that all participants have completed a health declaration \ or a parental consent form in the case of minors.
- Ensure medical forms/permission forms from school groups are divided into the activity groups during the visit.
- To receive payments both in full or deposits and enter these into the accounting system.

- Issue each course with RYA \ BCU and books and certificates as necessary for the type of course and number of candidates.

Membership

- Issue membership cards
- Maintain files for children's clubs, membership expiry dates, consent forms

Reception/Shop/Customer Support Duties

- To act as receptionist welcoming clients and introducing them to their instructor appropriate to the course.

Welcome clients

Show centre facilities and security lockers

Offer customers refreshments

- To have the first responsibility for shop sales and staff the shop during opening hours.
- To provide the main link Pre-course and Post Course with Whitecap customers to:-
 - Promote the company.
 - Promote shop sales.
- Respond to all customers requests speedily and obtain advice from the senior instructor staff if information required is not published in the general Whitecap information.
- To handout or send by post, e-mail or fax information concerning Whitecap products to customers and potential customers.
- To keep all the leaflet display racks in the shop and office area

Other Duties

- To provide a Radio Controller service for the Whitecap two way radio network and respond as laid down in the radio procedure.
- To administer first aid as necessary.
- To monitor any sickness suffered by clients following their visit to Willen Lake.
- To clean shop as required
- To undertake any additional duties as directed by the Centre Principal.

Other items

- Hold a first aid qualification

- On infrequent occasions act as an instructor for the schools/ events programme for activities in which you have been authorised/trained.