



Operations and Office Administrator
Portsmouth (Hybrid)
Full Time – 37.5 hours
Salary: £24,570

BACKGROUND

Formed in 1956, Tall Ships Youth Trust is the UK's oldest and largest youth development sail-training charity.

We envision a world where all young people strive to create better outcomes for themselves and for their communities. To do this, we offer life-changing voyages to disadvantaged young people on board our ocean-going yachts. Our voyages enable young people to develop the life skills, social skills, confidence and self-esteem needed to raise their aspirations and make positive life choices.

Out on the ocean we empower young people to realise their full potential, supporting them on their journey to adulthood and for some, careers in the maritime sector and the blue economy.

Our team is friendly and welcoming, and we are committed to work-life balance for staff. We are all motivated by the charity's aim of giving young people from disadvantaged backgrounds life-changing experiences at sea. If you are passionate about making a difference to the lives of young people – who need our support now more than ever – we'd love to hear from you!

WORKING HOURS

Monday – Friday 8:45-17:15.

BENEFITS PACKAGE

- Hybrid Working (2 days a week WFH, 3 days in office)
- Early finish on Fridays (5pm)
- Casual dress
- Discounted local parking permit
- Death in Service insurance scheme
- Daily 30 minutes Wellbeing Breaks (paid) in addition to 1-hour unpaid lunch break



- Generous annual leave entitlement starting at 25 days and increasing with length of service.
- Enhanced sick pay
- Gunwharf Quays Discount Card

JOB OVERVIEW

A generalist office administration role supporting the Operations and Finance departments, and other departments as required.

Operations

- **Group Booking Administration:** Provide full support once a group/corporate booking is confirmed. Includes processing invoices, setting up on the CRM system, chasing bookings and payments. You will be one of the points of contacts for the group organiser.
- **Volunteer Crew Administration:** Voyage Crew are recommended by our Skippers to join TSYT as a member of our Volunteer Crew. You will follow application process from Recommended to Approved.
- **Reservations:** To provide cover in the absence of the Reservations Administrator and assist in busy periods.
- **Voyage Resourcing and Reservations Manager:** Provide support when needed.
- **Additional tasks:** Ad hoc operations tasks/office support when required including processing post/pre-voyage paperwork (questionnaires, individual needs assessments and post voyage recommendations)
- **Data Entry into CRM:** Timely and accurate data entry
- **Call Handling:** Answering, advising and directing phone calls as appropriate

Finance

- **Finance data entry:** Inputting invoices into accounting system & donations into CRM.
- **Fundraising income support:** logging donations on income sheets, producing thank you letters and receipts as and when needed.
- **General filing:** both hard copies and digital.

Ad Hoc

- **Order & maintain office supplies:** Stationery, cleaning & consumables.



ESSENTIAL EDUCATION, EXPERIENCE AND SKILLS

- Previous Administration Experience
- Effective communicator (written and verbal)
- Very high level of accuracy and attention to detail
- Numerate
- Able to work as part of a team
- IT literate, preferably with working knowledge of database, word processing and spreadsheet applications.
- Data entry experience
- Call Handling experience
- Able to handle multiple priorities
- Pro-active approach
- Very good administrative skills

DESIRED EDUCATION, EXPERIENCE AND SKILLS

- Experience of the travel industry
- Sailing experience or knowledge
- Finance/reservation or relevant experience

KEY RELATIONSHIPS

Reporting to – Voyage Resourcing & Reservations Manager

Key relationship – Finance, Data & IT Manager

HOW TO APPLY

Send a copy of your CV, with covering letter describing your motivation for the role and the extent to which you meet the skills and experience for the role (and any other supporting documents you think will make you stand out), alongside contact details of two references to recruitment@tallships.org



References will be contacted upon invite to interview unless requested not to upon application.

The deadline for applicants is 21st April 2025. Interviews will be held w/c 28th April 2025.

The intended start date would be as soon as possible; however, we will work with the selected candidate on this.

Due to the nature of our organisation an Enhanced DBS check will be carried out on the successful candidate, any offer of employment will be made subject to a satisfactory result.