

Administration Lead – Canoe Wild

Location: Canoe Wild Grove Ferry / Fordwich

Contract: Full time or job share, heavier workload through our season March to October but working all year round.

Salary: £26,832 pro rata

We're looking for an organised, dedicated and proactive Administration Lead to line manage and develop our current Administration team. They must be able to display leadership qualities as well as have strong team management skills, prioritising customer service and the days successful operating. The role requires strong communication skills, someone experience in daily office tasks and functions as well as proficiency in IT systems. If you thrive in a fast-paced environment, enjoy variety in your day, and love the outdoors, this could be the perfect role for you. As Administration lead, you'll be at the heart of Canoe Wild's daily administration operations, from booking systems and filling, to team coordination and customer service, you'll make sure everything runs efficiently. This is a hands-on role with plenty of responsibility, teamwork, and development opportunities.

Job Description & Key Responsibilities

Front Office Duties

- Customer interaction: supporting admin team in exemplarily customer service skills, ensuring Canoe Wild's customer experience is excellent
- Manage paperwork including filing, printing, and updating documents
- Record staff hours and handle cashing-up procedures
- Oversee payments: making and recording payments accurately
- Add and manage stock, including writing off damaged items
- Maintain staff admin, rotas, and calendars
- Manage office policies, procedures and continuous improvement initiatives in partnership with the Business manager.
- Manage bookings through Checkfront, ensuring accuracy and prompt confirmation
- Provide support to the Social Media Co-ordinator and the Marketing & Events Co-ordinator where necessary
- Mentor the administration team and develop the team members within the Canoe Wild business to achieve high standards
- Report to the Business Manager and Company Director

Operations & Logistics

- Assist with daily running location
- Maintain booking organisation boards, ensuring they're kept up to date
- Communicate with our team regularly to ensure smooth coordination
- Create and manage task lists

- Oversee vehicle admin: tax, MOTs, safety checks, and ordering parts
- Order office supplies, equipment, and other essentials
- Carry out and oversee first aid kit checks
- Oversee keeping the office and storeroom clean and tidy, including managing lost property
- Produce monthly sales reports and assist with accurate receipt filing

Engagement & Education

- Support stakeholder and school engagement, booking and planning our yearly education and events programme
- Working with and developing partnerships, networking and collaborating with neighbouring businesses

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Keen to promote wellbeing, the Environment and Outdoor Education • Highly organised, punctual, and adaptable • Comfortable working in a fast-paced environment • Flexible with working hours/days (to work at least one weekend day) • Ability to organise and prioritise workloads effectively • Admin experience • Confident line managing a team • Excellent communicator • Full UK driving licence • Minimum GCSE Grade 6/C in Maths and English • ICT proficient (Excel, Dropbox, Outlook) • Willing to work outdoors in all weather • DBS check 	<ul style="list-style-type: none"> • Experience with booking systems (Checkfront ideal) • Paddle UK Instructor qualification • Experience driving a 9-seater van and/or towing a trailer (over 21 with 5 years driving experience) • Accounting experience • Canoe, kayak, or paddleboarding experience • Website design skills and experience • Social media expertise. • Business to business partnership experience

Applications

To make an application please send your CV and Cover letter to jobs@canoewild.co.uk

We highly recommend using the job description and person specification when writing your application.