

Guidance Notes for Boat Crew Coordinators – 2012 Season

1. The Duty Coordinator is responsible for taking over the final completion and implementation of the Monthly Crew Roster for their designated month, and for handing over (to the following month's Duty Coordinator) a fully populated roster, so far as is reasonably practicable, for the *following* month. They shall also deal with any offers or requests to crew in future months' rosters, received during their designated month.
2. The Duty Coordinator should agree respective responsibilities with their assistant well prior to their allocated month. It is recommended that the main Duty Coordinator deals with finalising and filling of the rosters for the month(s), while their assistant takes responsibility for the reminders to skippers in real time, and provides cover.
3. Immediately at the start of their month of duty the Duty Coordinator shall send out the initial invitation to skippers and crew for the *next* month (if necessary, together with details of any remaining gaps for the *current* month). This should take the form of a customised e-mail sent out using the group e-mail addresses of crew@waelboat.co.uk and skippers@waelboat.co.uk asking everyone to respond advising of their availability (or not) in the month concerned (and/or for future months).
4. This circulated e-mail shall contain, as an attachment, *pdf* copies made from the appropriate 'Vacancy' sheet(s) (highlighting current gaps with trip details) for the whole of the following month together with any last-minute charters for the immediate month. These are generated automatically from, and sit behind, the Monthly Rosters published on the website for the months concerned. It can also draw attention to the other future monthly rosters also appearing on the Waelboat website (for which early applications are also invited). This and all circulated e-mails should also be sent to the WAEL/WACT Office (office@weyandarun.co.uk) requesting that a hard copy is sent out to any crew who do not have access to e-mail, internet or means of reading the published Excel spreadsheets.
5. When filling or updating the monthly Crew Roster the Duty Coordinator shall base all changes upon the *current* published website version (which reflects the latest changes to charters, trips and reference information). Changes should then be advised to the Office as additions or amendments shown in **bold** on a downloaded copy of the roster as it *currently* appears on the website. On no account shall amended copies be circulated more widely.
6. Coordinators will be kept advised by the Office of specific changes affecting the Crew Rosters for the current and subsequent months (cancellations and additions), plus receive a weekly circulation of the 'Updated Charters List'. However the Duty Coordinator(s) should monitor the web-published roster especially to ensure that all information provided has been interpreted and uploaded correctly.
7. Fellow Crew Coordinators can be contacted on coordinators@waelboat.co.uk. For anonymity the address dutycoordinator@waelboat.co.uk can be used – replies will be routed to coordinators currently on duty.
8. All crew and skippers who are appropriately trained, and have attended an annual briefing (held during March/April 2012 - the previous briefing in 2011 will be valid up to the end of April 2012) are listed on crew circulation lists managed by Jennie Tomlinson and linked to the Crew Register, administered by David King. Details of training and briefing programmes may be found on the Waelboat website.
9. As part of the training programme, prospective skippers and crew may undertake supernumerary duties, these being arranged by Pat and Kevin Crawley direct with the skipper. Coordinators will be advised by Kevin of newly qualified crew/skippers so that they can be encouraged to volunteer.
10. Additional crew will be required for 'After Dark' trips, and it also may be beneficial for medium-length trips and/or where refreshments are requested in advance. While Rosie Sugar will try and arrange Cabin Crew as a separate roster, it is helpful if extra crew can be recruited during the main rostering process to help share this workload.
11. The Duty Coordinator (or normally their assistant) shall contact the Skipper, at least FOUR days ahead of their trip as a reminder to advise them of the charterer's name and contact details, and all relevant information from the 'Updated Charters List'. This is preferably put into an e-mail, followed up with a phone call (or text) if no acknowledgement is received. It is recommended that the 'Charter Summary' sheet (attached to the Updated Charter List) is used enabling a listing of this information to be prepared automatically in a form that can be readily pasted into the e-mail. In particular, advice should be given if refreshments are requested, especially if no Cabin Crew have already been allocated. The skipper is then responsible for liaising with the charterer and with their allocated crew.
12. Particular arrangements apply for April when the Duty Coordinator(s) will remain on duty for March and April.