

JOB ROLE Outings Coordinator

THE PURPOSE OF THE POSITION

To plan and run a range of outings for members of DU3A.

RELATIONSHIP WITH THE COMMITTEE

Treasurer to agree costings and financial risk relating to advance purchase.

Executive committee where unexpected issues or incidents occur

Welfare Officer

Committee to report on outings planned and to discuss any issues identified

OUTSIDE AGENCIES

Coach companies e.g. DONS coaches

Outings venues for tickets

DUTIES AND RESPONSIBILITIES

Planning:

1. Canvas members for ideas for new outings.
2. Convene regular meetings of the outings team to produce a programme of 6 to 8 outings per quarter.
3. For each new outing, obtain a quote for coach travel, negotiate group ticket rates where applicable and produce detailed costings.
4. Pass costings to Treasurer for permission to proceed.
5. Agree dates for ticket purchase, launch date etc. with Treasurer to assist with financial planning and cash flow.
6. Discuss access issues with venue with particular reference to members with reduced mobility.

Publicity:

1. Using the U3A 'Site Builder' edit the diary and outings pages on the Dunmow U3A website on a regular basis to ensure that information for members is accurate and current.
2. Add new outings dates to the diary section.
3. Source appropriate photographs and illustrations online, electronically enhance and resize images, then upload to the U3A website.

4. Write an information sheet for each outing including dates, coach times and cost and upload to the website.
5. Embed photographic images in the information copy and add to the 'new outings' section of the outings page on the website.
6. Create a booking form for the outing and upload to the website. Create a link to the booking form in the outing information section.
7. Create an illustrated handbill and upload to the site. Create a link to the handbill in the outing information.

New Outing Launch:

1. Use Beacon to inform all members with email access of the launch date of the outing, essential information about the trip and how to apply for places.
2. Answer email queries from members who reply to Beacon publicity emails or those using the 'bird' link on the web pages.
3. Create an illustrated information page, listing all available outings, to be included in the monthly newsletter and to be projected during the end-of-month meetings.
4. Set up an outings table at the end-of-month meetings and provide sufficient copies of the handbills and booking forms for each outing to be offered to members attending the meetings.
5. Take cheques and cash from those buying places on outings, give receipts and pass completed booking forms and cheques/cash to the Treasurer.
6. Regularly access outing spreadsheets to determine the number of places remaining to be filled on each outing.
7. Where an outing proves to be popular and over-subscribed obtain clearance from Treasurer to approach the venue to purchase additional places if they are still available.
8. Contact coach company to increase the coach size and renegotiate coach costs if necessary.
9. When sales are slow and vacant seats remain, re-advertise using Beacon and the newsletter.
10. Prior to any outing, should any critical updates to arrangements need to be made (e.g. change of departure time) contact all members booked on the outing by Beacon email or telephone for non-email users. Check, using the Beacon system, that all emails have been opened and contact by telephone anyone who has not read the message.

Running an Outing:

1. Seven to 10 days before an outing, access the outing spreadsheet and reorganise the columns into lists of members by pickup point.
2. Email or telephone all members to confirm their chosen pickup point and provide essential information about the trip, including contact telephone numbers for the outing leader in case of emergency. Amend the spreadsheet information if there are errors.
3. If members are unable to travel make every effort to contact those on the waiting list, or through re-advertising, to fill the now vacant seats. Where substitution has been possible, inform Treasurer of the details for reimbursements to be made.
4. Inform the coach company of the number of members who will use the coach yard for parking and check that coach invoices have been paid.
5. Receive driver's gratuity payment from Treasurer.
6. On the day of the outing arrive 30 minutes before departure time, check in at the office to see if travel delays are expected and meet the driver to confirm times and route. Welcome members on board and check off names on the passenger list.
7. Five minutes before departure, check if there are still members outstanding and attempt to contact by phone. The coach should not wait for no-shows beyond five minutes after stated departure time.
8. Make similar checks at each pickup point.
9. On the journey confirm all arrangements with members, especially stressing meeting points and times for the return journey. Ensure all members have the leader's mobile phone number in case of difficulties.
10. Arrive in good time at the return meeting point and count members onto the coach. Only when certain all members are present, give the OK to the driver.
11. Before leaving the yard ensure no belongings have been left on the coach and pass the gratuity payment to the driver.

Post- Outing Tasks:

1. Using 'Site-Builder' remove the outing details, photographs and files from the U3A website.
2. Inform the Treasurer of any no-shows in case reimbursements from Welfare funds may be required.
3. Keep outline information on every outing that takes place to be used for further publicity and end-of-year statistics at committee and members' meetings

KNOWLEDGE AND SKILLS

- Good communication skills
- Well organised
- Attention to detail
- Team player
- Computer and IT skills required for the role

GENERAL COMMITTEE RESPONSIBILITIES

None

January 2020