

# Welcome to the Field Studies Council (FSC)



## **Housekeeping Assistant at Juniper Hall Field Centre, Dorking**

Imagine a role that offers you both unique opportunities and challenges; where you are an important part of an empowered team who strive to create a truly memorable experience for every individual who visits our FSC Locations and where you have the chance to demonstrate your passion to deliver the highest standards of customer service and care. No matter what role you perform at the FSC, everyone can make a difference...if you want to join our successful Environmental Education Charity and you have what it takes to make a difference then we want to hear from you.

Included in this pack is the key information relating to our **Housekeeping Assistant vacancy**:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC, FSC London Region and Juniper Hall Field Centre

### **How to apply:**

To apply for this position please download and complete in full the **BASIC application form**. You must ensure that your application includes examples of how you have demonstrated skills, knowledge and experience in meeting the requirements of the post detailed in both the job description and person specification.

For all recruitment information and relevant application form please go to our vacancies web page at:

[www.field-studies-council.org/vacancies](http://www.field-studies-council.org/vacancies)

**Send your completed application form to:** [recruitment@field-studies-council.org](mailto:recruitment@field-studies-council.org) **OR**

Human Resources, FSC Head Office, Preston Montford, Montford Bridge, Shrewsbury, Shropshire, SY4 1HW

**Applications will be considered upon arrival and interviews arranged as appropriate.**

If you have any queries regarding this vacancy please call Maddy Jones on 01306 734501. We look forward to receiving your application in due course.

Simon Ward  
**Head of FSC London Region**

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Housekeeping Assistant</b>
<b>FSC Grade:</b>	Team Member
<b>Based at:</b>	Juniper Hall Field Centre
<b>Reports to:</b>	Centre Manager
	This post holds no direct line management responsibility

**Overall Job purpose:** Housekeeping Assistants ensure that the centre is clean and tidy for visitors at all times and contribute to a friendly welcoming atmosphere at the learning location; ensuring the team achieves the highest level of quality standards.

This is essentially an active role and will require the job holder to be able to carry out duties associated with housekeeping work, including manual handling.

### Key Responsibilities:

- Undertaking routine and special cleaning of the learning location for all users: including bedrooms, corridors, public areas, staff areas, classrooms, bathroom, shower and toilet facilities
- Preparation of customer accommodation: including clearing and making up of beds, provision of towels, and restocking of tea/coffee making facilities
- Reporting room defects, damage or graffiti to the maintenance staff
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your line manager
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and laundry/house cupboards are organised and tidy
- Ensuring laundry is completed in a timely manner: working in the laundry, operating machines and pressing (after appropriate training)
- Manual handling tasks, e.g. carrying laundry, making beds, moving and operating vacuum cleaners.

### General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Delivering a high standard of customer service and customer care
- Ensuring the highest standards of quality are achieved in all duties carried out
- Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining a high standard of personal hygiene & personal appearance in accordance with FSC policies
- Fulfilling your obligations under FSC's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as FSC internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)
- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

**Key Expectations:**

The expectations of every employee that we regard as essential include:

- A positive and passionate work attitude
- A desire to show pride in all aspects of their work
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet tight deadlines
- Always treating others with courtesy, dignity and respect
- A commitment and contribution to improving FSC's environmental performance
- A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive, and will be subject to regular review.

Date of issue: January 2017

### PERSON SPECIFICATION

<b>Post Title: HOUSEKEEPING ASSISTANT</b>	<b>Learning Location: JUNIPER HALL FIELD CENTRE</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Previous Customer Service experience	✓		Application / Interview
Previous cleaning experience		✓	Application / Interview
Hospitality experience		✓	Application/Interview
First Aid qualification		✓	Application
<b>2. KNOWLEDGE</b>			
Ability to use standard office software and technology as appropriate to the role		✓	Application
<b>3. SKILLS</b>			
Ability to focus and stay on task when working alone or as part of a team	✓		Application /Interview
Ability to effectively manage tasks on a day to day basis	✓		Application /Interview
Excellent communication skills, sensitive to the needs of others	✓		Application /Interview

## SUMMARY OF MAIN TERMS AND CONDITIONS

**Contract Term:** This is a permanent post.

**Remuneration:**

FSC Grade: Team Member

FSC Salary Grade: Scale Points 4 - 7, the actual pro-rata salary is £11,232 - £12,090 per annum. (The full time equivalent salary is £14,976 - £16,120 per annum).

The point of entry within the salary grade is normally the 1<sup>st</sup> point in the range therefore subject to satisfactory performance and an individual reviews, the post-holder will have the opportunity to access 3 further incremental points within the grade. It is however assessed on qualifications and experience and for exceptional candidates only consideration may be given for appointment on the 2<sup>nd</sup> point. The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually.

A Uniform is provided by the FSC.

**Hours of work:**

This post is based on a notional average of 30 working hours per week, this will equate to a total of 1560 hours of work annualised over a full year. The weekly hours are based on a flexible shift pattern, this will fluctuate throughout the year according to business needs which means that the post holder may be required to work more hours during busy periods and considerably less in other weeks to compensate. Evening, weekend and Bank Holiday working will be required. The working hours and pattern can be discussed with you at the Interview.

**Annual & Bank Holidays:**

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equivalent to 5.6 working weeks during a complete holiday year. This entitlement includes the Public/Bank holidays or substitute days (as defined in FSC's Employee Handbook) when they fall on a contractual or scheduled day of work. Part time workers will receive a pro-rata of the entitlement. For anyone who joins part way through the year they will receive a pro-rata entitlement of the 28 days.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 5 additional days paid leave (pro rata for part time).

**Pension:** The post holder will be eligible to join one of FSC's Pension Schemes.

**Sickness:**

During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with FSC's sickness absence procedures. The payment of sick pay is subject to compliance with FSC's rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

**Additional Employee Benefits:**

These include an Employee Assistance Programme, Life Assurance\* and Health Cash Plan with Westfield Health\* (\*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at FSC Head Office on 01743 852119.

**Probationary Period:**

This post has a three month probationary period, during which your suitability for the post will be assessed.

**Post Classification / Criminal Records Check Requirements:**

This post has been classified as **Category C** (as defined in the FSC Code of Conduct) which means it is **not exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). No criminal records check is currently required, however, the post holder must still meet the acceptance criteria as defined in the FSC Code of Conduct.

## FIELD STUDIES COUNCIL: BACKGROUND INFORMATION

Field Studies Council (FSC) is an environmental education charity providing informative and enjoyable opportunities for people of all ages and abilities to discover, explore, and understand the environment.

**Our Mission** is to bring environmental understanding to all.

**Our Vision** is inspiring environmental understanding through first-hand experience

*What we believe -*

FSC believes that the more we understand about and take inspiration from the world around us the more we can appreciate its needs and protect its diversity and beauty for future generations.

In all we do, we are committed to:

- **Delivering first hand experiences.** FSC uses the environment to inspire. Taking in its sights, sounds and smells has the ability to motivate, deepen knowledge and broaden horizons.
- **Providing opportunities for everyone.** FSC strives to provide opportunities for everyone regardless of age, ability or background.
- **Sustainability for the future.** A commitment to the environment is at the heart of everything FSC does: how we run the charity, what people learn on our courses and through our publications.
- **A caring attitude.** From the way we treat our customers, our staff, the environments we work in and the feel of our locations, FSC demonstrates a personal approach with great care taken in everything we do.

*What we do -*

For more than 70 years FSC has touched the hearts and minds of people of all ages through courses at our network of learning locations, work overseas and the production of resources. Each year over 140,000 people experience FSC many through a visit to one of our learning locations

- Learning outside the classroom experiences with their school, college or university
- Professional training courses for environmentalists and teachers
- Natural history courses
- Identification guides and free resources
- Funded projects both in the UK and abroad
- Art courses
- Family holidays
- Campaigns for the right to outdoor learning and fieldwork

Some of the FSC's proudest moments have arrived when trying to reach those who would not be able to have an FSC experience without some help. In 2014, thanks to FSC members and donations from individuals and Trust Funds, we were able to provide support for over 1000 young people who otherwise would not have been able to take part.

Despite all that we have achieved so far, we hope to provide even more opportunities for people of all ages and abilities to discover, explore and understand the natural world. However, as an Investors in People charity, we realise we can't achieve this without staff that have a real passion for the work of the charity and a pride in their role within it. Every role in the charity is vital to delivering its mission and vision – if this inspires you and you meet the requirements of the post we would love to hear from you.

For more information please also visit [www.field-studies-council.org](http://www.field-studies-council.org)

### FSC London Region

The FSC London Region consists of FSC Juniper Hall, FSC Amersham, FSC Epping Forest and across the city including The Royal Parks. FSC Juniper Hall is a residential field centre, whilst the others are non-residential centres. This means that there are a very high number of students taking part in learning experiences across the region, with over 50,000 learners attending courses across the region annually. The London Region attracts a large number of groups from across the UK and internationally.

Across the region the FSC also has many partnerships that include the National Trust, National Grid, City of London, The Royal Parks and London Legacy Development Corporation. This continues to grow and will expand over the coming years in new projects and developments across the region.

## FSC Juniper Hall

**Juniper Hall** is set in a quiet wooded valley in an unspoilt area of the chalk North Downs. Juniper Hall, leased from the National Trust, is a superb country house dating from the 17th century. It is about 1km from Box Hill and only 40km from central London. Set in a dry valley at the foot of the Box Hill Estate, the centre runs geography, ecology and environmental studies courses for a diverse customer base including all Key Stages from primary through to A-level, as well as University and PGCE groups. There is also an extensive programme of natural history, art and craft courses for adults and families.

Accommodation for the guests is spread between Juniper Hall itself and Cedars, which is a more recent addition. The centre can accommodate up to 120 people in a mixture of bedrooms and dormitories.

Looking after our customers is of paramount importance and all staff play their part in ensuring we offer outstanding customer service. The management of the Centre is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience. There are approximately 30 staff at the Centre.

Juniper Hall lies halfway between the towns of Dorking and Leatherhead and being just 10 minutes from the M25 J9 has good transport links with London and the South East. Box Hill and Westhumble station is one mile away and has regular trains to London. There is a bus stop outside the centre with buses to Dorking and Kingston.