

Welcome to the Field Studies Council (FSC)

Catering Assistant at Preston Montford Field Centre, Shrewsbury

This is a fixed term maternity cover position for 12 months in the first instance.

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 **Catering Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and Preston Montford 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 the relevant application form please go to our vacancies web page at:

www.field-studies-council.org/vacancies

Send your completed application form to: recruitment@field-studies-council.org **OR**

Human Resources, FSC Head Office, Preston Montford, Montford Bridge, Shrewsbury, Shropshire, SY1 4HW

Please note we do not accept CV's without a completed application form.

The closing date for receipt of your completed application is 12 noon on Friday 24th March 2017

Interviews are scheduled to take place at Preston Montford Field Centre on Wednesday 29th March 2017

If you have any queries regarding this vacancy please call Steve Duke on 01743 852040. We look forward to receiving your application in due course.



Adrian Pickles
Head of Centre

JOB DESCRIPTION

Job Title: Catering Assistant
Based at: Preston Montford Field Centre
Grade: Team Member
Reports to: Catering & Customer Services Team Leader
There is no line management responsibility associated with this post

Overall Job purpose:

Catering Assistants work in the kitchen and service operations supporting the Catering & Customer Services Team Leader, Chef, and team to ensure the smooth running of catering operations whilst contributing to a friendly welcoming atmosphere at the learning location.

This is essentially an active role and will require the job holder to be able to carry out duties associated with kitchen work including manual handling, eg carrying saucepans, trays of food/crockery, assisting with food deliveries.

Key responsibilities:

- Assisting in the preparation and service of meals for residential visitors and staff, and occasional meals for non-residential groups
- Preparing, setting up, clearing and cleaning the kitchens and food service areas
- Preparing, clearing and cleaning cutlery, crockery and other utensils
- Undertaking general cleaning and maintenance duties as necessary to ensure all customer service and work areas are clean, attractive and safe
- Ensuring that tea/coffee making areas for visitors are kept clean and stocked
- Undertaking a variety of miscellaneous tasks which could include serving in the shop/bar and assisting the housekeeping team

General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Taking an active role in the learning location's evening and residential duties - this will involve staying on site on some evenings and overnight to deal with customer issues and, with the support of a Senior member of staff, respond to emergencies
- 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: March 2017

PERSON SPECIFICATION

Post Title: CATERING ASSISTANT	Learning Location: PRESTON MONTFORD FIELD CENTRE		
ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Customer Service experience	✓		Application / Interview
Basic level Health & Hygiene certificate		✓	Application / Interview
Relevant catering qualification		✓	Application /Interview
Previous catering experience		✓	Application/Interview
First Aid qualification		✓	Application
2. KNOWLEDGE			
Ability to use standard office software and technology as appropriate to the role		✓	Application
3. SKILLS			
Ability to effectively manage tasks on a day to day basis	✓		Application /Interview
Ability to focus and stay on task when working alone or as part of a team	✓		Application/Interview
Excellent communication skills, sensitive to the needs of others	✓		Application /Interview

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term:

This is a fixed term maternity cover position for 12 months in the first instance.

Remuneration:

FSC Grade: Team Member.

FSC Salary Grade: The hourly rate payable will be at the national minimum wage appropriate to the post holder's age.

Currently –

- £3.87 (Under 18 years of age)
- £5.30 (18 – 20 years of age)
- £6.70 (21 – 24 years of age)
- £7.20 (25 years of age and over)

The salary is paid monthly in arrears by BACS transfer.

A uniform is provided by the FSC.

Hours of work:

This post is based on a notional average of 16 working hours per week, this will equate to a total of 832 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 post holder will be required to undertake evening and residential duties.

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.

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 852134.

Probationary Period:

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

Post Classification / Level of Disclosure & Barring Service (DBS) Check Required:

This post has been classified as **Category A** (as defined in the FSC Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Applicants will therefore be required to disclose any convictions, cautions, reprimands or final warnings which are NOT protected as defined under the Act, and the successful candidate will also be required to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS)

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

FSC Preston Montford

Preston Montford Field Centre is situated approximately 5 miles west of Shrewsbury, in the county of Shropshire. The Centre sits in 12 hectares of grassland and woodland, close to the River Severn. The county of Shropshire is one of the most geologically diverse in England and offers a wide range of field sites, from the meres and mosses of North Shropshire to the hills and valleys of South Shropshire.

Preston Montford is a 135-bed centre with three accommodation blocks and six classrooms. The Centre has a diverse customer base and courses to suit a wide age range, and is open year round.

Preston Montford has built a national reputation for adult biodiversity training alongside a proven reputation for high quality provision for curriculum-related natural history, geography, biology and other courses for all Key Stages as well as teacher training and countryside awareness courses. The Centre also acts as an excellent venue for university field work courses as well as a range of meetings and conferences covering virtually every aspect of managing and learning about the countryside, wildlife and the built and natural environment. The Centre is working hard to engage local communities with the work it does and there are a significant number of community events based at the Centre. Because of the huge diversity of courses and demands our staff must be customer focussed and flexible in response to a wide variety of demands.

If you would like to find out more information about FSC Preston Montford please visit:

www.field-studies-council.org/prestonmontford/

Check out what has been going on at: <http://prestonmontfordfieldcentre.blogspot.co.uk/>