

Welcome to the Field Studies Council (FSC)

Administrative Assistant with FSC Blencathra Centre, Cumbria

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 **Administrative Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main Terms and Conditions for the post
- Information about FSC and FSC Blencathra Centre

How to apply:

To apply for this position please download and complete in full the [NON-EDUCATION 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 SY4 1HW

The closing date for receipt of your completed application form is 12 noon on Friday 28th July 2017

Interviews are scheduled to take place at Blencathra Field Centre in the week commencing Monday 7th August 2017

If you have any queries regarding this vacancy please call Sue Abraham Office Manager on 017687 79601. We look forward to receiving your application in due course.

Tim Foster
Head of FSC Blencathra Centre

JOB DESCRIPTION

Job Title:	Administrative Assistant
FSC Grade:	Team Member
Based at:	FSC Blencathra Centre
Reports to:	Office Manager
	There is no line management responsibility associated with this post

Overall Job Purpose:

To assist in all administrative duties to ensure the smooth running of FSC Blencathra. Assisting in the delivery of a proactive and professional administrative support service to external customers, internal colleagues and teams. As the first point of contact for customers visiting, telephoning and emailing it is imperative that the post holder delivers the highest level of customer service and care at all times.

This is essentially an active role and the post holder will have to undertake manual handling duties associated with this post for example taking delivery of parcels and moving office files.

Key responsibilities:

- Being a key 'front of house' member of staff, the first point of contact for customers and a role model for customer care
- Assisting in the provision of administrative support for the smooth running of FSC Blencathra
- Assisting with handling enquiries, processing Leisure Learning Cottage Bookings and other course bookings while helping to maintain the FSC bookings database
- Keeping accurate records of booking details and proficiently handling subsequent booking correspondence
- Creating and maintaining positive working relationships with internal and external customers and colleagues, to ensure effective communication and co-operative working
- Assisting with customer liaison to ensure that payments are made within agreed timescales
- Ensuring all telephone calls and emails coming into FSC Blencathra are handled in a professional and timely manner ensuring the highest standard of customer care
- Ensuring all enquiries that cannot be dealt with are passed to a senior colleague as appropriate
- Following policies and procedures, in particular observing the importance of confidentiality
- Assisting with promoting the work of FSC Blencathra and its programmes to potential customers
- Dealing with lost property
- Undertaking other routine administrative tasks in a timely and efficient manner, e.g. filing, petty cash handling and record keeping
- Responsible for the distribution of mail (internal and external)
- Maintaining an up-to-date knowledge and understanding of all areas of the Centre's work in order to respond knowledgeably to enquiries from the public or members of Centre staff

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)
- Driving: We have a number of vehicles which you may be asked to drive. To do so, you will need to be 21 years or over, have a full valid driving licence, to have been driving for at least two years, and undertake an internal assessment on commencement in the role

Subject to meeting certain criteria, you may also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you may be required to undertake the relevant training upon commencement of the role

- 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: June 2017

PERSON SPECIFICATION

Post Title: ADMINISTRATIVE ASSISTANT	Learning Location: FSC BLENCATHRA CENTRE
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Minimum of 5 GCSEs or appropriate vocational experience	✓		Application/Interview
Experience working in an Administrative role	✓		Application
Experience of working effectively as part of a team in a busy office environment	✓		Application/Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Full valid Driving Licence	✓		Application
Minimum of NVQ Level 2 Business Administration or equivalent		✓	Application/Interview
ICT Qualification		✓	Application
Experience of taking accurate notes of meetings		✓	Application
First aid qualification		✓	Application
Full D1 Entitlement with minibus driving experience/certification		✓	Application
2. KNOWLEDGE			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
3. SKILLS			
Excellent administrative skills	✓		Application/Interview
Highly organised with the ability to effectively manage tasks on a day-to-day basis and prioritise to meet tight deadlines	✓		Interview
Ability to focus and stay on task in a busy office environment or when working alone	✓		Application/Interview
Professional and articulate telephone manner	✓		Interview
Excellent communication skills both orally and in writing	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview/ Assessment
Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges		✓	Application/Interview

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term:

This is being offered on a permanent basis to start as soon as possible.

Remuneration:

FSC Grade: Team Member.

FSC Salary Grade: Scale Points 4 - 7, currently £9,750 - £10,347 per annum (the full time equivalent salary is £15,600 - £16,556 per annum).

The point of entry within the salary grade is normally the 1st 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 2nd 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:

The hours of work are 25 hours per week which will normally be worked over five days, Monday – Friday from 9.30am - 3pm with a 30 minute unpaid lunch break per day, however flexibility would be considered around the working pattern, and can be discussed further at interview. Weekend and evening work may occasionally be required. You will be expected to maintain a flexible approach, e.g. flexibility in days worked, and time off in lieu is allowed for additional hours worked.

Additionally, the post holder may occasionally be offered work outside of the normal hours on an ad hoc and casual basis, which would be paid at the post-holder's normal hourly rate per hour worked. There is no obligation on either FSC to provide such hours, or if offered, for the post-holder to accept them.

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 or seasonal 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 or seasonal)

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 852 134.

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

FSC Blencathra Centre

Blencathra Field Centre is situated in the North of the Lake District with panoramic views of England's grandest National Park. Immediately to the north of the Centre is Skiddaw Forest which, along with the Centre Grounds and Greta Valley, provides a focus for much of the fieldwork undertaken. Blencathra is a diverse Centre having a large number of taught and independent courses, as well as self-catering facilities for fully independent groups and holiday cottages. In 2013 our Renewable Energy - Low Carbon Vision project was completed. This has reduced the carbon footprint of the Blencathra Centre's buildings by 80% through the installation of a combined system of renewable energy technologies to supply heat and power, incorporating hydroelectric power and biomass. Looking after our customers is of paramount importance and the Administrative, Hospitality, Catering, Maintenance and Education teams all 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 28 staff at the Centre, with some living residentially taking advantage of the spectacular outdoor activities.

If you would like to find out more information about FSC Blencathra click on our updated **WEB** pages www.field-studies-council.org/blencathra or follow us on Twitter @BlencathraFSC