



# Welcome to the Field Studies Council (FSC)

## **Office Manager at Margam Discovery Centre, Port Talbot**

Imagine a role that offers you both unique opportunities and challenges; where you will empower and inspire your team to deliver outstanding administrative support and to deliver the highest standards of customer service and care in all areas of their work. 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 **Office Manager vacancy**:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and Margam Discovery 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 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

**The closing date for receipt of your completed application form is 12 noon on Friday 18<sup>th</sup> August 2017**

**Interviews are scheduled to take place at Margam Discovery Centre on Thursday 24<sup>th</sup> August 2017**

If you have any queries regarding this vacancy please call Jane Richmond on 01639 895636. We look forward to receiving your application in due course.

Jane Richmond  
**Head of Centre**

# JOB DESCRIPTION

**Job Title:** Office Manager  
**FSC Grade:** Team Leader  
**Based at:** Margam Discovery Centre  
**Reports to:** Head of Centre  
This post holds line management responsibility for the Administration team

## Overall Job Purpose:

Leading and managing the office team to ensure excellent administration, financial management, communication and information flow for internal and external customers.

To manage the main office systems and to provide critical support to the learning location teams in terms of communication with our customers; administering the invoicing and accounts system, and responding to enquiries from both staff and customers.

Although primarily office based, this is essentially a pro-active role which will require moderate physical effort, i.e. moving office files and intensive periods of time spent working on computer systems.

## Key responsibilities:

### Staff management:

- Day to day management and leadership of the office team, including
  - Effective line management, deployment, and staff development including having an active role in their performance management
  - Having a key role in the recruitment, selection and induction of office staff, as required
  - Working with your team to develop and implement action plans and task lists, and ensure these are implemented effectively
  - Ensuring that all members of the office team comply with FSC systems, Codes of Practice and relevant legislation
- Contributing to the leadership and development of the learning location as a member of the learning location's Management Team

### Office management:

- Managing the office and its systems, including reception, whilst undertaking routine aspects of the office function such as general administration, reception duties, use of databases and financial procedures
- Being a key 'front of house' member of staff, the first point of contact for customers and a role model for customer care
- Maintaining an up-to-date knowledge and understanding of all areas of the learning location's work in order to respond knowledgeably to enquiries from the public or members of learning location staff
- Having management responsibility for all aspects of the learning location's bookings diary and availability calendar. This includes responding to initial enquiries, maintenance of learning location and FSC databases, sharing of relevant information with all areas of the learning location to ensure clear communication of customer needs, and proactively monitoring the invoicing process from initial deposit to final payment
- Maintaining an overview of business to be able to respond to requests for information for market analysis and forecasting
- Being part of the learning location's daily duty management team
- Taking an active role in the learning location's evening and residential duty system - this will involve staying on site on some evenings and overnight to deal with customer issues and respond to emergencies. As a key member of the senior on-call team you will also provide support to other duty staff

### Financial management:

- Having management responsibility for the learning location's financial systems, including purchase and expenses, petty cash, monthly and quarterly returns, sales and processing cheque and cash receipts: submitting details to FSC Head Office within agreed timescales
- Communicating with customers and suppliers to ensure that payments are made and money is received within agreed timescales

- Working closely with other learning location staff to monitor and control income & expenditure in line with the learning location budget and to produce management information

**Internal and External Communication:**

- Ensuring that telephone, email and in-person enquiries are handled appropriately, and the highest standards of customer care are achieved
- Working actively with the Head of Centre and FSC marketing team to promote all of our courses
- Contributing to the establishment and promotion of the annual Leisure Learning and Professional Course Programme and assisting with its administration
- Ensuring excellent communication with tutors and group leaders to meet course requirements
- Assisting with the production of the Annual action plan and undertaking associated reporting

**General:**

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Ensuring the highest standards of quality, customer service and customer care are achieved in all duties carried out
- Working closely with other learning location 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 Centre 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 will 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: July 2017

## PERSON SPECIFICATION

Job Title: OFFICE MANAGER	Learning Location: MARGAM DISCOVERY CENTRE		
ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Minimum of 5 GCSEs or equivalent, to include English & Maths, or appropriate vocational experience	✓		Application
Minimum of NVQ level 2 in Business Administration or equivalent	✓		Application
2 years+ relevant experience of working in an administrative role	✓		Application/Interview
People management/supervisory experience	✓		Application/Interview
Full valid Driving Licence	✓		Application
Previous financial administration experience		✓	Application/Interview
Financial Qualification		✓	Application
ICT Qualification		✓	Application
Management Qualification		✓	Application
First aid qualification		✓	Application
Full D1 entitlement with minibus driving experience / certification		✓	Application
<b>2. KNOWLEDGE</b>			
Experience of using databases and financial systems	✓		Application/Interview
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
Experience of using Customer Relationship Management (CRM) systems		✓	Application/Interview
<b>3. SKILLS</b>			
Accuracy and attention to detail in all aspects of work	✓		Application/Interview
Ability to lead and work as part of a team in a busy office environment	✓		Application/Interview
Excellent communication skills, both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		Application/Interview
Ability to focus and stay on task in a busy office environment or when working alone	✓		Application/Interview
Demonstrable personal time and task management and prioritisation skills	✓		Interview
Ability to motivate and inspire others	✓		Interview

## SUMMARY OF MAIN TERMS AND CONDITIONS

### **Contract Term:**

This is a permanent post.

### **Remuneration:**

FSC Grade: Team Leader

FSC Salary Grade: Scale Points 13 - 16: The salary is currently £21,435 - £24,459 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 review, the post-holder will have the opportunity to access up to 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.

### **Hours of work:**

The hours of work are 40 hours per week which will normally be worked over five days, Monday to Friday, with a 30-minute unpaid lunch break each day. The hours of work may vary depending on business need; equating to a total of 2080 hours of work annualised over a full year. The position may require some occasional evening and weekend working. The working pattern can be discussed further at 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. 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.

### **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 six 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 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.

## Margam Discovery Centre

Set in 850 acres of beautiful parkland where 600 deer roam freely, Margam Discovery Centre in South Wales offers high quality environmental education to all age groups, both residentially and for day visits. There are a huge variety of habitats within the park but the Centre is also in a great location being close to sand dunes, moorland, woodlands, rivers and coasts, including heritage coastline and Gower ANOB. There are also a number of human environments including Swansea and Cardiff, where studies can take place.

Margam Discovery Centre has a superb reputation for providing high quality courses from Key Stage 2 to GCSE and A-level geography and biology as well as Undergraduate programmes from which we have been getting excellent reviews. We offer a range of leisure and professional training courses, covering virtually every aspect of learning about the countryside, its wildlife and the environment.

Margam Discovery Centre has the capacity to accept groups from all around the UK. We now have up to 132 beds in 33 en-suite bedrooms each sleeping up to 4 pupils. There are four teaching rooms equipped with interactive and standard whiteboards, as well as recreation, refectory and drying room facilities. The building is a purpose-built facility incorporating sustainable technologies. That said, we aim to spend as much time as possible outdoors with pupils!

The Centre also operates a Café that caters for members of the public visiting the park during certain times of the year.

If you would like to find out more information about Margam Discovery Centre please visit:

[www.field-studies-council.org/centres/margamdiscoverycentre.aspx](http://www.field-studies-council.org/centres/margamdiscoverycentre.aspx)