



# Welcome to the Field Studies Council (FSC)

## Head of Digital Services at FSC Head Office, Shrewsbury

Thank you for your interest in the key appointment of Head of Digital Services with Field Studies Council (FSC).

Included in this pack is the key information relating to our **Head of Digital Services** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC (please also visit [www.field-studies-council.org](http://www.field-studies-council.org))

### **How to apply:**

To apply for this position please download and complete in full the **MANAGEMENT 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. Please include a short covering letter explaining why you are applying for the position.

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 and covering letter to:** [recruitment@field-studies-council.org](mailto:recruitment@field-studies-council.org) **OR** Human Resources, Field Studies Council, Head Office, Preston Montford, Shrewsbury, Shropshire, SY4 1HW.

**PLEASE NOTE WE WILL NOT ACCEPT CVS WITHOUT A COMPLETED APPLICATION FORM**

**The closing date for receipt of your completed application is 12 noon on Friday 1<sup>st</sup> September 2017**

Interviews are scheduled to take place at FSC Head Office on 15<sup>th</sup> September 2017.

For an informal discussion regarding this vacancy please contact Rob Lucas on 01743 852100. We look forward to receiving your application in due course.

A handwritten signature in black ink, appearing to read 'Rob Lucas', is written in a cursive style.

Robert Lucas  
Chief Executive

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Head of Digital Services</b>
<b>FSC Grade:</b>	Senior Manager
<b>Based at:</b>	FSC Head Office - Shrewsbury
<b>Reports to:</b>	Director of Communications This post has line management responsibilities

The Head of Digital Services will report directly to the Director of Communications. They will be part of the Charity's Operational Management Team comprising the Chief Executive, four Directors and the Heads of Education, Finance, HR, Marketing, and Digital Services.

The Operational Management Team is responsible for managing the day to day work of the Charity's central functions and bringing forward solutions and developments for strategic direction to the Directors. It is responsible for implementation of strategies together with the Heads of Section and Centres which collectively form the Senior Management Group (SMG). The Head of Digital Services will line manage the Charity's digital team: currently 6 staff under two team leaders.

Digital technologies have become increasingly vital to the FSC's work, and FSC is committed to integrating digital solutions into its day to day operations where they will add value, increase efficiency and help us more effectively deliver our Vision for the future. The charity recognises that work in this area is subject to continual review as disruptive technologies open up new opportunities. In recent years, FSC has invested over £500k to meet customer and staff expectations of reliable internet connectivity at our often remote locations across the charity. An FSC IT Strategy has been developed to co-ordinate our digital activities, and the Digital team were strongly involved in a charity-wide review of our customer-facing booking systems and processes that aims to transform the way we support our customers from their initial enquiry to the completion of their feedback (and hopefully then arranging another booking with us).

### **Overall Job purpose:**

The overall purpose of the role is to lead and coordinate the FSC's use of digital services and technologies to meet the charity's wider needs. You will be working closely with colleagues from other teams across the charity, advising on how to improve our online presence and make our website better meet customer needs with our Marketing team, helping our Education teams use technology in innovative and exciting ways in the field, and supporting our Finance and HR teams to make their key software systems work as effectively as possible. You will oversee the development of our bookings and CRM systems to help our admin teams deliver excellent service to our customers.

You will need to understand the systems and infrastructure we use, and manage our Digital Operations team to ensure continuity of service to our staff and customers, and you will also lead our Digital Development team to deliver innovative solutions as the Charity delivers its Vision.

### **Key responsibilities:**

- Management and development of the Digital Services Team (including creation of annual Action Plan, budget and delivery of FSC Digital Strategy)
- Responsibility for delivery of digital services and developments within FSC
- Ensuring effective project management of digital developmental/infrastructure projects (with Digital Development Manager and Digital Operations Manager)
- Overall responsibility for compliance with data protection legislation and ensuring good practice in information security across digital systems and developmental work
- Providing strategic technical management and development (with Digital Development Manager and Digital Operations Manager) of CRM and Reporting systems and FSC Websites & Intranet Resources in conjunction with the Head of Marketing

- Providing strategic technical management for development of FSC digital networks and infrastructure (with Digital Operations Manager) and in conjunction with the respective Heads of service
- Providing strategic digital guidance (with Digital Development Manager and Digital Operations Manager) to the team(s) leading the development of digital technologies in Education and in conjunction with the respective Heads of service
- Line management of Digital Operations Manager and Digital Development Officer
- Ensuring that digital projects and developments are consistent with the Charity's commitment to carbon reduction and sustainability
- Be part of the Charity's on-call team
- Reporting to the Operational Management Team on all matters relating to digital developments and infrastructure.
- Undertaking any other such reasonable duties or assignments within the scope of the post as may reasonably be requested by the Chief Executive or Director of Communications

#### **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 professional standards at all times
- Due to the remote nature of some FSC Centres they cannot always be accessed by public transport and it would therefore be an advantage if the post holder were able to drive. To drive FSC vehicles you will need to 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.
- 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, Head Office and organisational performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)

#### **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

Post Title: HEAD OF DIGITAL SERVICES	Location: FSC HEAD OFFICE		
ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Degree or equivalent in a relevant subject	✓		Application/Interview
ICT qualification		✓	Application/Interview
Significant management experience (minimum 5 years) in a IT/digital environment	✓		Application/Interview
Demonstrable experience of operating at a strategic level	✓		Application
Proven leadership skills	✓		Application/Interview
Experience of working in a multi-site environment	✓		Application
Full valid driving licence		✓	Application
<b>2. KNOWLEDGE</b>			
High level knowledge of digital infrastructure (networks, telephony, management of software systems)	✓		Application/Interview
High level knowledge of digital development processes (agile processes and project management, user testing, software development management)	✓		Application/Interview
<b>3. SKILLS</b>			
Excellent interpersonal skills, building relationships and rapport with people at all levels, technical and non-technical	✓		Application/Interview
Excellent team-building and people management skills	✓		Application/Interview
The ability to communicate with clarity about digital technology to both technical and non-technical colleagues	✓		Application/Interview
The ability to identify when digital technologies or services are of genuine benefit to the charity's needs	✓		Application/Interview
Ability to effectively manage tasks and people on a day to day basis and to motivate and inspire others to achieve high results	✓		Application/Interview
Imagination and creativity combined with a proven ability to turn theory into practice	✓		Application/Interview
Empathy with culture and values of the Charity	✓		Application/Interview
Flexibility in approach toward workload with regard to its nature and hours of work	✓		Application/Interview

## SUMMARY OF MAIN TERMS AND CONDITIONS

### **Contract Term:**

This is a permanent post

### **Remuneration:**

FSC Grade: Senior Manager

FSC Salary Grade: Scale points 30-34, currently £45,299 - £54,020 per annum.

Placement on the salary range will be dependent skills and experience.

The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually.

### **Hours of work:**

The hours of work are based on 40 hours per week, carried out over Monday to Friday, however for a post of this nature you will be expected to devote such time as is necessary for the proper carrying out of your duties. Evening and weekend 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. There will also be the requirement to attend meetings at FSC Centres and other locations as required.

### **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 policy. 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 twelve 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.

Date of Issue: July 2017

## 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 Head Office

FSC Head Office is based in a rural location 4 miles west of Shrewsbury, close to FSC's Preston Montford Field Centre, near Montford Bridge. FSC Head Office provides a number of central functions to support the work of the charity and to support our Centres: these include digital services, finance, human resources, and marketing. The Chief Executive and Directors are based at Head Office and provide the strategic and organisational direction for this successful charity. There are currently 40 staff based at FSC Head Office.

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