

# Welcome to the Field Studies Council (FSC)



## **Community Engagement & Volunteer Coordinator at FSC Slapton, Kingsbridge, Devon**

**This is a part time position 20 hours per week.**

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 **Community Engagement & Volunteer Coordinator** vacancy:

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

### **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](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, SY4 1HW

**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 Tuesday 29<sup>th</sup> August 2017**

Interviews are scheduled to take place at FSC Slapton Ley on Wednesday 13<sup>th</sup> September 2017

If you have any queries regarding this vacancy please call Andy Pratt on 01548 580466. We look forward to receiving your application in due course.

Andy Pratt  
**Head of Centre**

# JOB DESCRIPTION

<b>Job Title:</b>	<b>Community Engagement &amp; Volunteer Coordinator</b>
<b>Based at:</b>	FSC Slapton
<b>Grade:</b>	Senior Team Member
<b>Reports to:</b>	Head of Centre
	This post has no line management responsibility

## **Overall Job purpose:**

To be responsible for co-ordinating and developing volunteering at FSC Slapton

- To enhance the management of FSC Slapton to provide the highest quality experience for our learners.
- To broaden participation and extend the range of opportunities for outdoor learning and environmental understanding

## **Key Responsibilities:**

### **Broadening Opportunities for Outdoor Learning and Environmental Understanding**

- Promote opportunities at FSC Slapton such as volunteering, courses, events and fold out guides
- Attending events with partners, from local farmers markets to educational conferences
- Organising Open Day events at Slapton with partners, e.g. Celebrate Start Bay
- Managing the summer Beach Trailer to welcome visitors with information and activities at Slapton Sands
- Developing and distributing newsletters and posters in the local area

### **Co-ordinating & managing volunteers**

- Co-ordinating visitor welcome volunteers at the summer Beach Trailer on Slapton Sands to enhance the visitor experience and promote the opportunities for outdoor learning and environmental understanding at FSC Slapton
- Managing volunteers to support administration systems
- Managing volunteers to attend events and promote opportunities at Slapton
- Managing volunteers to distribute newsletters and posters in the local area

### **Enhance the management of FSC Slapton to provide the highest quality experience**

- Working with staff to identify needs and opportunities for volunteers to support our work
- Recruiting volunteers to support our work
- Coaching, mentoring and supporting staff to enable them to effectively manage volunteers
- Working with Head Office Human Resources team and other Centres to champion volunteering and develop best practice within FSC

### **Developing volunteers and volunteering**

- Providing induction, training and support for volunteers to meet their needs
- Developing a volunteer voice to manage expectations
- Developing projects through links with partners to support ecological recording schemes and promote the health benefits of volunteering

### **Planning, Administration & Funding**

- Writing action plans to develop volunteering
- Ensuring effective administration of volunteer systems and information
- Identify and take opportunities to apply for external funding for projects

## General

- Complying with all relevant legislation / FSC Operational 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

- Taking an active role in the learning location's overnight duty and on-call system – 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
- 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: August 2017

## PERSON SPECIFICATION

<b>Post Title: COMMUNITY ENGAGEMENT &amp; VOLUNTEER CO-ORDINATOR</b>	<b>Learning Location: FSC SLAPTON</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
3+ years' experience of successfully co-ordinating or managing volunteers	✓		Application/Interview
Previous experience of volunteering	✓		Application/Interview
Degree in Geography, Biology, Environmental Science or closely allied discipline		✓	Application/Interview
Minimum of NVQ Level 2 Business Administration or equivalent	✓		Application/Interview
ICT Qualification		✓	Application
Full valid Driving Licence		✓	Application
Full D1 entitlement with minibus driving experience / certification		✓	Application/Interview
<b>2. KNOWLEDGE</b>			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
<b>3. SKILLS</b>			
Ability to focus and stay on task when working alone or as part of a team	✓		Application/Interview
Excellent communication skills both orally and in writing	✓		Application/Interview
Ability to motivate and inspire others	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview

## SUMMARY OF MAIN TERMS AND CONDITIONS

### **Contract Term:**

This is a permanent position.

### **Remuneration:**

FSC Grade: Team Member

FSC Salary Grade: Scale Points 12 – 15, actual pro-rata salary is £10,255 - £11,703 per annum (the full time equivalent salary is £20,511 - £23,407 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:**

This post is based on a notional average of 20 working hours per week. This will equate to a total of 1040 hours of work annualised over a full year. You may occasionally be required to work additional hours over and above your normal or notional weekly hours, according to business needs. Evening, weekend and Bank Holiday working will be 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. 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 852134.

### **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 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](http://www.field-studies-council.org)

## FSC Slapton

**FSC Slapton** operates two residential centres (**Slapton Ley** and **Start Bay**) in the coastal village of Slapton, as well as **Slapton Ley National Nature Reserve**, the largest freshwater lake in the south west of England. Typically **Start Bay** caters for up to 40 primary school children and **Slapton Ley** for up to 120 older students. Looking after our customers is of paramount importance and the Office, Kitchen, Household and Education teams all play their part in ensuring we offer outstanding customer service. The management of the Centres is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience.

There are approximately 40 staff, as well as 70 volunteers and contractors, with about half living locally. All other staff are residential and live in shared accommodation within the village of Slapton. Slapton provides village amenities including a shop and 2 pubs as well as an active rural community within which the Centres and staff are fully involved.

*“The multi-site provision at Slapton has a deservedly high reputation reflecting many outstanding features. There is a constant drive for improvement, staff at all levels work together to make a collective effort to strive for the best possible educational and residential experience for customers. The Centre delivers excellent academic courses and opportunities for personal and social development in a well-resourced, attractive environment, that is safe, supportive and gives the highest regard to visitors’ well-being. There is also a strong emphasis on sustainability both in service delivery and the way messages about the environment and sustainability are shared with customers.”* **Jane Woodall, Ofsted Inspector, 2016.**