

Welcome to the Field Studies Council (FSC)



Site Manager at FSC Slapton, Devon

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 **Site Manager vacancy**:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and Slapton Ley Field Centre, Start Bay Centre and Slapton Ley National Nature Reserve

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 forms 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 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 Monday 13th November 2017.

Interviews are scheduled to take place at Slapton Ley Field Centre on Monday 20th November 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
Senior Head of Centre

JOB DESCRIPTION

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|--------------------|--|
| Job Title: | Site Manager |
| FSC Grade: | Team Leader |
| Based at: | FSC Slapton |
| Reports to: | Head of Centre |
| | This post holds line management responsibility |

OVERALL JOB PURPOSE:

The Site Manager will be responsible for the management of buildings and land at Slapton Ley Field Centre, National Nature Reserve and Start Bay Centre. They will be responsible for sustainable management and ecological conservation as well as presentation, visitor access and health & safety.

This is essentially an active role and will require the job holder to be able to carry out duties associated with maintenance work, including manual handling e.g. moving and operating equipment and tools.

KEY RESPONSIBILITIES:

- Writing and implementing Annual Action Plans for the National Nature Reserve, buildings and grounds
- Managing associated maintenance budgets for buildings, land and vehicles circa £200,000 per annum
- Supporting the Head of Centre to develop and implement development and maintenance projects
- Maintaining and developing internal and external buildings, to ensure functionality, presentation and sustainability
- Overseeing the maintenance, service, periodic inspection and testing of all plant and equipment
- Ensuring appropriate routine checks are carried out on any learning location vehicles and arranging MOTs, servicing and repairs as required
- Having responsibility for maintaining, monitoring and recording all internal systems relating to Health and Safety within the buildings including heating & hot water, alarm systems, sewage system, electronic door locks, portable electrical equipment, access equipment, personal protective equipment, etc
- Managing Maintenance and NNR staff to oversee their development including induction, training and personal development reviews
- Managing contractors for planned and reactive maintenance work to ensure quality, value for money and adherence to Health and Safety regulations
- Working with the Hospitality & Catering Manager and their team to maintain internal and external presentation and maintain furniture, decoration, fixtures and fittings
- Managing volunteers and work experience students working within the National Nature Reserve, grounds and buildings
- Contributing to the senior management team to think strategically and oversee the development of the Centre as a whole
- Liaising with partners involved in the management of the National Nature Reserve.

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 duty 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
- 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 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 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: October 2017

PERSON SPECIFICATION

| | |
|---------------------------------|---------------------------------------|
| Post Title: SITE MANAGER | Learning Location: FSC SLAPTON |
|---------------------------------|---------------------------------------|

| ESSENTIAL/DESIRABLE FACTORS FOR THE POST | E | D | How is this identified? |
|---|---|---|-------------------------|
| 1. QUALIFICATIONS & EXPERIENCE | | | |
| 3+ years relevant work experience, including some experience of managing staff | ✓ | | Application / Interview |
| Experience of managing buildings | ✓ | | Application / Interview |
| Experience of the safe use and care of relevant machinery and equipment for indoor and outdoor maintenance tasks | ✓ | | Application / Interview |
| Experience of Health & Safety monitoring and record keeping | ✓ | | Application / Interview |
| Experience of managing budgets and management plans | ✓ | | Application / Interview |
| Experience of supervising external contractors | ✓ | | Application / Interview |
| NVQ level 3, HND, City and Guilds qualifications or equivalent in a relevant subject | ✓ | | Application |
| 5 GCSEs or similar | ✓ | | Application |
| Full valid Driving Licence | ✓ | | Application |
| Experience of managing land or nature reserves | | ✓ | Application / Interview |
| Project management experience | | ✓ | Application / Interview |
| Experience of working with volunteers | | ✓ | Application / Interview |
| Experience of maintaining plant (e.g. heating systems, vehicles) | | ✓ | Application / Interview |
| Technical qualification, certificates or trade skills, e.g. carpentry, plumbing, electrics, conservation and chainsaw | | ✓ | Application |
| Experience of working in residential and/or educational buildings, nature reserves or similar extensive premises | | ✓ | Application / Interview |
| Full D1 entitlement with minibus driving experience / certification | | ✓ | Application |
| First Aid qualification | | ✓ | Application |
| 2. KNOWLEDGE | | | |
| Knowledge of sustainability and conservation issues relevant to buildings and land | ✓ | | Application /Interview |
| Awareness and understanding of relevant Health and Safety issues | ✓ | | Application / Interview |
| Ability to use standard office software and technology as appropriate to the role | | ✓ | Application |
| 3. SKILLS | | | |
| Ability to motivate your team to achieve high results | ✓ | | Application /Interview |
| Ability to think in a practical and problem solving way | ✓ | | Application /Interview |
| Ability to effectively manage tasks on a day to day basis | ✓ | | Application /Interview |
| Excellent communication skills, sensitive to the needs of others | ✓ | | Application /Interview |
| Excellent attention to detail in all aspects of work | ✓ | | Application /Interview |

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term:

This is a permanent post.

Remuneration:

FSC Grade: Team Leader

FSC Salary Grade: Scale Points 14 - 17, currently £22,399 - £25,561 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 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 2nd point.

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

If resident at the centre a deduction of 20% is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement. Food will only be provided during the course of your duties. Food is not included on days off and holidays.

Hours of work:

This post is based on a notional average of 40 working hours per week, this will equate to a total of 2080 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. The working pattern can be discussed with you 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 the FSC 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 / Level of Disclosure and 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 150,000 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. Thanks to FSC members and donations from individuals and Trust Funds, each year we are able to provide support for over 1000 young people who otherwise would not be 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 cannot 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 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.**