

# Welcome to the Field Studies Council (FSC)



## **Lead Housekeeper with FSC Pembrokeshire, predominantly based at Orielton Field Centre**

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 **Lead Housekeeper** vacancy:

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

### **How to apply:**

For all recruitment information and relevant application forms please go to our vacancies web page at: [www.field-studies-council.org/vacancies](http://www.field-studies-council.org/vacancies)

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.

**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

**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 Thursday 23<sup>rd</sup> November 2017**

**Interviews are scheduled to take place at Orielton Field Centre on Tuesday 28<sup>th</sup> November 2017**

If you have any queries regarding this vacancy please call Jenny Clinch on Tel No. 01646 623920. We look forward to receiving your application in due course.

**Chris Millican  
Head of Centre**

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Lead Housekeeper</b>
<b>Grade:</b>	Senior Team Member
<b>Based at:</b>	FSC Orierton
<b>Reports to:</b>	Hospitality & Catering Manager
	This post holds line management responsibility for a small housekeeping team (+/- 2 Staff)

### Overall Job purpose:

The Lead Housekeeper will supervise the housekeeping team to ensure an excellent hospitality service is delivered, and that the learning location is clean and tidy and presents a friendly and welcoming atmosphere for visitors at all times. This role is very much 'on the ground' therefore the post holder will take part in all duties of this role and be responsible for ensuring that all team members maintain our high standards of work throughout the learning location.

This is essentially an active role and will require the post holder to be able to carry out duties associated with hospitality work, including manual handling e.g. making beds, carrying laundry, moving and operating vacuum cleaners.

### Key Responsibilities:

- Effectively line managing the hospitality team, providing clear direction, motivation, support and feedback
- Recruiting, inducting and developing housekeeping staff, including having an active role in their performance management and carrying out personal development reviews (PDRs) in line with FSC procedures
- Overseeing the cleanliness of the bedrooms, bathrooms, dining room and common areas, including replenishing stock
- Managing laundry for up to 130 residential visitors
- Working with the Catering Manager to implement learning location action plans with the hospitality team
- Devising rotas and task lists for the housekeeping team, and ensuring these are implemented effectively
- Working with the Catering Manager in the financial management of the housekeeping operation, including working within agreed budgets for consumables, equipment staffing and training
- Assisting with the continuing development and implementation of the learning location's environmental performance policy in relation to:
  - Environmental cleaning products
  - Reducing energy use and waste
- Sourcing suppliers and managing stock levels e.g. cleaning products, including placing orders and receiving deliveries, ensuring they are checked and correctly stored on arrival
- Monitoring standards of service delivery, interacting with customers to ensure their experience of the learning location is positive and responding to customer evaluations to achieve agreed evaluation score targets
- You may on occasion be required to work with the housekeeping team at Dale Fort e.g. at the opening and closing of the season

### 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 sleep in duties – this may involve staying on site on some evenings to deal with customer issues and respond to emergencies. As a key member of the senior on-call team you will provide support for other duty staff.
- 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 FSC locations with the occasional overnight stay)
- Driving: Due to the remote nature of the learning location it cannot always be accessed by public transport and it would therefore be advantageous if the post holder were able to drive. To drive FSC vehicles. 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
- 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: November 2017

## PERSON SPECIFICATION

<b>Post Title: LEAD HOUSEKEEPER</b>	<b>Learning Location: FSC Pembrokeshire</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Minimum of 5 GCSE's or equivalent, or appropriate vocational experience	✓		Application
2 years+ experience of working in a hospitality role	✓		Application/Interview
People management / supervisory experience	✓		Application/Interview
Relevant hospitality qualification	✓		Application
Proven high standards of customer service delivery	✓		Application/Interview
Experience of developing staff rotas and task lists	✓		Application/Interview
Experience of implementing Health and Safety issues, e.g. food safety, fire and emergency procedures, COSHH and risk assessments	✓		Application/Interview
Demonstrable experience of planning and delivering accommodation services		✓	Application/Interview
Previous experience working within an educational or hospitality institution/ environment		✓	Application/Interview
Experience promoting environmental sustainability in property and services operation		✓	Application/Interview
First Aid qualification		✓	Application
Full valid Driving Licence		✓	Application
<b>2. KNOWLEDGE</b>			
Ability to effectively manage a budget, stock control and order	✓		Application/Interview
Ability to use standard office software and technology as appropriate to the role	✓		Application
Working knowledge of health & safety, and ability to ensure compliance by all team members	✓		Application /Interview
An understanding of businesses in the carbon/energy efficiency sector		✓	Application
<b>3. SKILLS</b>			
Ability to effectively lead your team and motivate them to achieve high results	✓		Application /Interview
Ability to communicate effectively with co-workers, line managers and customers	✓		Application /Interview
Good written skills and ability to complete relevant paperwork (e.g. stock control, rotas)	✓		Application /Interview

## SUMMARY OF MAIN TERMS AND CONDITIONS

**Contract Term:** This is a permanent post.

**Remuneration:** FSC Grade: Senior Team Member

FSC Salary Grade: Scale Points 9 - 12, actual pro-rata salary is £13,479 - £15,383 per annum (the full time equivalent salary is £17,973 - £20,511 per annum).

The point of entry within the salary grade will be dependent upon qualifications and experience. Further incremental progression within the grade will be subject to meeting required standards and satisfactory individual performance reviews.

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 post is based on a notional average of 30 hours per week, this will equate to a total of 1560 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. This means that the post holder may be required to work additional hours per week during busy periods and considerably less in other weeks to compensate. Evening, weekend and Bank Holiday working will be required. The post holder may be required to undertake evening and residential duties. The working pattern can be discussed with you at the 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. 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 852119.

**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:**

Should the post holder be resident or undertake evening/overnight duties, this post will be classified as **Category A** (as defined in the FSC Code of Conduct) which means it will be **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](http://www.field-studies-council.org)

## FSC's Pembrokeshire Centres

Since January 2012, the FSC's two Pembrokeshire Centres, Dale Fort and Orielton, have been working under a shared management structure. Staff from both centres have a range of opportunities to work at the other centre on various teaching and non-teaching related tasks.

**FSC Orielton** was established in 1963 to provide high quality residential and day courses for learners of all ages. The main house is an elegant Georgian mansion set in 48 hectares of wooded grounds; we have 120 beds, and each year we welcome over 3000 residential visitors who stay for up to a week. In a separate building we also have 5 classrooms, library and ICT facilities. The Centre is located about 4 miles from Pembroke town on the edge of the Pembrokeshire Coast National Park.

The Centre runs a variety of hands-on courses for school students and undergraduates and some leisure and professional courses for adults and families, taking advantage of the excellent range of habitats nearby. The majority of our learners are studying geography, ecology or environmental studies and we have an experienced team of tutors who deliver courses to meet the requirements of learners.

**FSC Dale Fort** is a converted Victorian military fort set on a rocky promontory at the entrance to Milford Haven in the Pembrokeshire Coast National Park. It has unrivalled and spectacular views over the sea and is close to some of the most magnificent scenery in Wales. Located within the newly designated Special Area of Conservation the Centre has easy access to unsurpassed sites for investigating marine biology. It is ideally located to explore seashore, freshwater and inland habitats. Visits are easily made to the off shore islands of Skomer and Grassholm. Both are National Nature Reserves with spectacular seabird colonies.

The Centre has 140 beds, and each year we welcome over 3000 residential visitors, ranging from KS2 school children, through to GCSE, A level and University groups and individual adults and families who attend our leisure learning courses.

If you would like to find out more information about these two FSC Centres please visit: [www.field-studies-council.org](http://www.field-studies-council.org) and go to learning locations.