



Welcome to the Field Studies Council (FSC)

Office Manager with FSC Pembrokeshire, predominantly based at Orierton Field Centre, Pembrokeshire

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 **Office Manager** 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)

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

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 **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 Wednesday 3rd January 2018

Interviews are scheduled to take place at Orierton Field Centre in the week commencing 8th January 2018

If you have any queries regarding this vacancy please call Chris Millican on 01646 623920. We look forward to receiving your application in due course.

A handwritten signature in black ink, appearing to read 'Chris Millican', is written over a light blue rectangular background.

Chris Millican
Head of Centre

JOB DESCRIPTION

Job Title:	Office Manager
FSC Grade:	Team Leader
Based at:	Orielton Field Centre
Reports to:	Head of Centre

This post holds line management responsibility for a minimum of two administration staff

Overall Job Purpose:

To manage the main office systems across FSC Pembrokeshire 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. FSC Pembrokeshire incorporates both Orielton Field Centre and our seasonal centre, Dale Fort. Due to the seasonal closure of Dale Fort during the periods November to March each year, the main office is located at Orielton.

The Office Manager is responsible for leading and managing the Pembrokeshire office team to ensure excellent administration, financial management, communication and information flow for internal and external customers. The Pembrokeshire office teams consists of one full time Administrator and one Seasonal Administrative Assistant.

The post holder will have experience in either administration or financial management and will, as part of their role, carry out those duties and support the other within a busy office.

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:

- Effectively line managing the administration staff, providing clear direction, motivation, support and feedback to include:
 - Having an active role in their staff development and performance management including carrying out Personal Development Reviews (PDR's) in line with FSC procedures
 - 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 implemented effectively
 - Ensuring that all members of the office team comply with FSC systems, Codes of Practices and relevant legislation
- Contributing to the leadership and development of FSC Pembrokeshire as a member of the Centre Management Team

Office Management:

- Managing the learning location 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 overall management responsibility for the learning location bookings diary and calendar including the processing bookings from initial enquiry stage through to final payment and the customer's arrival at the learning location; inputting data onto the FSC database; liaising with Hospitality and Catering Manager,

Education Team Leader and administrative team on a weekly basis to ensure the communication of customer needs, especially meal and dietary requirements

- Maintaining an overview of business to enable market analysis and forecasting
- Being part of the Centre's daily duty management team
- Being part of the learning location's on-call/duty team to deal with customer issues and respond to emergencies – this will involve being on call overnight and on some weekends on a rota basis to deal with customer issues and respond to emergencies

Financial Management:

- The effective management of internal financial systems, including purchases and expenses, petty cash, monthly and quarterly returns, sales, invoicing, and processing cheque and cash receipts. Submitting details to FSC Head Office within the agreed timescales
- Working closely with FSC Head Office and learning location staff to monitor and control income & expenditure in line with the learning location budget, and to produce management information
- Communicating with customers and suppliers to ensure that payments are made and money is received within agreed timescales

Internal and External Communication:

- Ensuring that telephone, email and in-person enquiries are handled appropriately, and the highest standards of customer care are achieved
- Co-ordinating the transport arrangements for visits; including organising FSC vehicles, hire vehicles, and coach firms
- Responding to requests for further information for market analysis
- Taking initiatives to improve systems in alignment with the charity's wider objectives
- Contributing to the leadership of the learning location as a member of the learning location's Management Team
- Administration of the annual Leisure Learning and Professional Course Programme, including liaising with external tutors regarding course requirements and producing promotional material for these courses
- Assisting with the production of the Annual action plan and undertaking associated reporting
- Contributing to the promotion of the learning location to expand the customer base
- Actively working with the Head of FSC Pembrokeshire and marketing team to promote all of our courses

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 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.
- 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

Job Title: OFFICE MANAGER	Learning Location: FSC PEMBROKESHIRE (PREDOMINANTLY BASED AT ORIELTON FIELD CENTRE)
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Minimum of 5 GCSEs or equivalent, to include English, or appropriate vocational experience	✓		Application
3 years+ relevant experience of working in an administrative role	✓		Application/Interview
People management / supervisory experience	✓		Application/Interview
Full valid Driving Licence	✓		Application
Minimum of NVQ level 2 in Business Administration or equivalent		✓	Application
ICT Qualification		✓	Application
Management Qualification		✓	Application
Full D1 entitlement with minibus driving experience / certification		✓	Application
First aid qualification		✓	Application
2. KNOWLEDGE			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
Experience of using databases and financial systems	✓		Application/Interview
Experience of using Customer Relationship Management (CRM) systems		✓	Application/Interview
Ability to speak Welsh		✓	Application/Interview
3. SKILLS			
Accuracy and attention to detail in all aspects of work	✓		Application/Interview
Ability to effectively lead your team and motivate them to achieve high results	✓		Application/Interview
Ability to effectively manage tasks on a day to day basis	✓		Application/Interview
Excellent communication skills, both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		Application/Interview
Highly organised with the ability to focus and stay on task in a busy office environment or when working alone	✓		Application/Interview

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term: This is a permanent position.

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 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 40 hours per week which will normally be worked over five days, Monday to Friday, with a 30-minute unpaid lunch break each day, equating to a total of 2080 hours of work annualised over a full year. The hours of work may vary depending on business need which means you may be required to work more hours during busy periods and less at other times to compensate. Evening, weekend and Bank Holiday working may be required.

The working pattern can be discussed further with you at the interview.

There is an expectation that the post holder will occasionally have to travel to other FSC locations or meeting venues within the UK. Where this is required this would be agreed in advance and appropriate notice would be given.

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:

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

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 and go to learning locations.