

# Welcome to the Field Studies Council (FSC)

## Evening General Assistant at Juniper Hall Field Centre, Dorking, Surrey

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 **Evening General Assistant vacancy**:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and Juniper Hall Field Centre

### **How to apply:**

To apply for this position please download and complete in full the **BASIC 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 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

**The closing date for receipt of your completed application is 12 noon on the 8<sup>th</sup> December 2017.**

Interviews are scheduled to take place at Juniper Hall Field Centre during week commencing 11<sup>th</sup> December 2017.

If you have any queries regarding this vacancy please call Simon Ward on 01306 734501. We look forward to receiving your application in due course.

Simon Ward  
**Head of FSC London Region**

## JOB DESCRIPTION

**Job Title:** Evening General Assistant  
**Based at:** Juniper Hall Field Centre  
**Grade:** Team Member  
**Reports to:** Hospitality & Catering Manager  
There is no line management responsibility associated with this post

### Overall Job purpose:

This is an important role that will have many parts to it and is vital to centre operations. It will include work in the kitchen, service and housekeeping operations. It is likely to include activities such as locking up the centre in the evening, running the centre bar, some cleaning and being the first point of contact for visitors at the centre contributing to a friendly welcoming atmosphere.

This is essentially an active role and will require the job holder to be able to carry out duties associated with kitchen and housekeeping work, including manual handling, e.g. carrying saucepans, trays of food/crockery and laundry, assisting with food deliveries, making beds and operating vacuum cleaners.

### Key Responsibilities:

- Assisting with the finish of the service of meals for up to 120 residential visitors and staff, and occasional meals for non-residential groups.
- Laying up the dining room for breakfast on some occasions.
- Assisting the education staff with the evening teaching sessions
- Greeting visitors that have late arrivals to the centre and processing check-in
- Service and clearing in the dining area at meal times, cleaning the kitchen and operating the dishwasher
- Helping with the receiving of deliveries and ensuring they are checked and correctly stored on arrival
- Ensuring that tea/coffee making areas for visitors are kept clean and stocked
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your Line Manager
- Running the centre shop and bar which will include cash-handling
- Routine and additional cleaning or preparation of the learning location for all users: including bedrooms, corridors, public areas, staff areas, classrooms, bathroom, shower and toilet facilities
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and laundry/house cupboards are organised and tidy
- Locking up the building to ensure it is secure in the evening
- Preparing facilities for groups for the following day

### 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
- 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

- 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)
- 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: EVENING GENERAL ASSISTANT</b>	<b>Learning Location: JUNIPER HALL FIELD CENTRE</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Previous Customer Service experience	✓		Application / Interview
Experience working with young people		✓	Application / Interview
Catering and/or hospitality experience		✓	Application/Interview
Cash Handling experience		✓	Application/Interview
First Aid qualification		✓	Application
Full valid Driving Licence		✓	Application
<b>2. KNOWLEDGE</b>			
Ability to use standard office software and technology as appropriate to the role		✓	Application
<b>3. SKILLS</b>			
Ability to focus and stay on task in a busy environment when working alone or as part of a team	✓		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

## SUMMARY OF MAIN TERMS AND CONDITIONS

### **Contract Term:**

This is a permanent post.

### **Remuneration:**

FSC Grade: Team Member.

FSC Salary Grade: Scale Points 5 – 7. The equivalent hourly rate will be £7.65 - £7.96 per hour.

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.

Uniform is provided by the FSC.

### **Hours of work:**

The hours of work will be based on 12 hours per week, normally to be carried out between Thursday – Sunday from 7pm until 11pm for each shift (3 shifts per week). The days of the week will however be based on a flexible shift pattern with weekend and Bank Holiday being required. The working pattern can be discussed further with you at interview.

Your salary will be calculated based on a total of 624 hours per annum and paid in 12 equal monthly instalments.

### **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

*FSC believes the more we know 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.*

FSC is the only environmental education charity dedicated solely to providing informative and enjoyable opportunities for people to experience the environment at first hand – to discover, explore, and be inspired by the natural world.

Over the last 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 130,000 people experience FSC through a visit to one of our learning locations either as a child on a family holiday course, a young person on a school fieldtrip, an adult on a leisure learning course or a teacher on a professional development course.

- FSC is a leading provider of learning outside the classroom, welcoming over 3,000 schools to its UK wide network of learning locations each year.
- Natural history courses range from walking and exploring the countryside to more specific courses on species or habitats.
- Art courses including painting, drawing crafts, photography and creative writing. All have one thing in common – the use of the natural world as inspiration.
- Family holidays and activity courses are a great way for the family to enjoy spending time together, experiencing stunning scenery, fantastic wildlife and exciting activities.
- FSC publishes a wide range of identification guides including the renowned AIDGAP series of keys and fold-out charts.
- FSC is committed to developing and providing taxonomic training to increase the identification, monitoring and recording skills of environmental professionals and volunteers.
- FSC also offers professional training opportunities in fieldwork for trainee and experienced teachers.

Some of the FSC's proudest moments have arrived when trying to reach those that are not able to visit an FSC learning location because they have been disadvantaged in some way. Through generous donations and membership, FSC has established the Kids Fund, a vehicle to provide financial support to enable such groups to visit an FSC learning location.

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 London Region

The FSC London Region consists of FSC Juniper Hall, FSC Amersham, FSC Epping Forest and across the city including The Royal Parks. FSC Juniper Hall is a residential field centre, whilst the others are non-residential centres. This means is that there are a very high number of students taking part in learning experiences across the region, with over 50,000 learners attending courses across the region annually. The London Region attracts a large number of groups from across the UK and internationally.

Across the region the FSC also has many partnerships that include the National Trust, National Grid, City of London, The Royal Parks and London Legacy Development Corporation. This continues to grow and will expand over the coming years in new projects and developments across the region.

### Juniper Hall Field Centre

**Juniper Hall** is set in a quiet wooded valley in an unspoilt area of the chalk North Downs. Juniper Hall, leased from the National Trust, is a superb country house dating from the 17th century. It is about 1km from Box Hill and only 40km from central London. Set in a dry valley at the foot of the Box Hill Estate, the centre runs geography, ecology and environmental studies courses for a diverse customer base including all Key Stages from primary through to A-level,

as well as University and PGCE groups. There is also an extensive programme of natural history, art and craft courses for adults and families.

Accommodation for the guests is spread between Juniper Hall itself and Cedars, which is a more recent addition. The centre can accommodate up to 120 people in a mixture of bedrooms and dormitories.

Looking after our customers is of paramount importance and all staff play their part in ensuring we offer outstanding customer service. The management of the Centre is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience. There are approximately 30 staff at the Centre.

Juniper Hall lies halfway between the towns of Dorking and Leatherhead and being just 10 minutes from the M25 J9 has good transport links with London and the South East. Box Hill and Westhumble station is one mile away and has regular trains to London. There is a bus stop outside the centre with buses to Dorking and Kingston.