

Welcome to the Field Studies Council (FSC)

Maintenance Officer at FSC Rhyd-y-creuau, Conwy

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 **Maintenance Officer** vacancy:

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

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

Send your completed application form to: recruitment@field-studies-council.org **OR**
Human Resources, 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 29th January 2018

Interviews are scheduled to take place at FSC Rhyd-y-creuau week commencing 12th February 2018

If you have any queries regarding this vacancy please call Elwyn Edwards on 01690 710494. We look forward to receiving your application in due course.

Andrew Taylor
Head of Centre

JOB DESCRIPTION

Job Title:	Maintenance Officer
FSC Grade:	Senior Team Member
Based at:	FSC Rhyd-y-creuau
Reports to:	Hospitality and Catering Manager This post holds line management responsibility

Overall Job Purpose:

The Maintenance Officer will be responsible for overall maintenance and improvements to the fabric, fittings and systems of the learning location buildings, grounds and plant. They will also be responsible for carrying out routine Health and Safety monitoring, checks and record keeping.

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 tasks, e.g. moving and operating equipment and tools.

Key Responsibilities:

- Ensuring all internal and external repairs to fabric and fittings are carried out in a timely fashion using outside contractors where appropriate: this will include carpentry, window glazing, plumbing, electrical works, etc
- Overseeing the maintenance, service, periodic inspection and testing of all plant and equipment using outside contractors when appropriate
- Liaising with outside contractors regarding planned and reactive maintenance work to ensure quality, value for money and adherence to Health and Safety regulations
- Having responsibility for maintaining, monitoring and recording all internal systems relating to Health and Safety within the building including heating & hot water, alarm systems, sewage system, electronic door locks, portable electrical equipment, access equipment, personal protective equipment, etc
- Assisting with the production of the Maintenance Action Plan planning and implementing maintenance & development tasks in response to customer feedback and building surveys
- Having responsibility for undertaking routine inspection & monitoring work e.g. fire alarm & fire safety equipment checks, water testing water temperature and quality testing, ladder inspections, Quarterly Health & Safety returns
- Ensuring appropriate routine checks are carried out on any learning location vehicles and arranging MOTs, servicing and repairs as required
- Proactively identifying and carrying out work before issues arise, as well as working with all staff to respond to requests as they arise and assisting with practical tasks as required
- Working with cleaning staff to ensure that the exterior of the building, including windows, is kept clean
- Maintaining internal decor to a suitable high standard, undertaking painting and decorating duties as required
- Setting up rooms with appropriate furniture and equipment as required by different customers
- Carrying out direct line management of a part time assistant, including carrying out personal development reviews in line with FSC procedures, and volunteers
- Monitoring and reducing energy use, maintaining the buildings and grounds litter free, overseeing disposal of waste, recycling and composting including monitoring waste and recycling
- Maintaining the grounds, using outside contractors where necessary, in line with the grounds development plan and ensuring the Health and Safety of all learning location users

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 required 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 will also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you will 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: December 2017

PERSON SPECIFICATION

Post Title: MAINTENANCE OFFICER	Learning Location: FSC RHYD-Y-CREUAU		
ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
2 years+ experience in general interior and exterior maintenance work	✓		Application / Interview
Experience of maintaining internal decoration, fixtures and fittings	✓		Application / Interview
Experience of delivering quality workmanship	✓		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 liaising with (and supervising if necessary) external contractors	✓		Application / Interview
Full valid Driving Licence	✓		Application
Any 'trade skills', e.g. carpentry, plumbing, electrics (HND or similar)		✓	Application / Interview
5 GCSEs or similar		✓	Application / Interview
Experience of grounds maintenance		✓	Application / Interview
Experience of maintaining plant (e.g. heating systems, vehicles)		✓	Application / Interview
Experience of working in residential and/or educational buildings, or similar extensive premises		✓	Application / Interview
Full D1 entitlement with minibus driving experience / certification		✓	Application
First Aid qualification		✓	Application
2. KNOWLEDGE			
Awareness and understanding of relevant Health and Safety issues	✓		Application / Interview
Ability to use standard office software and technology as appropriate to the role, e.g. recording data and producing reports		✓	Application
Ability to speak Welsh		✓	Application / Interview
3. SKILLS			
Good practical problem solving skills	✓		Application /Interview
Ability to work using own initiative, as a competent and effective team member and stay on task when working alone	✓		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: Senior Team Member.

FSC Salary Grade: Scale Points 8 - 11, actual salary £17,200 - £19,628 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.

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. You will be required to undertake evening and 'sleep-in' duties. The working pattern can be discussed further 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:

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.

We are winners of a [Green Gown Award and a Green Apple Award](#), and have also achieved the [Carbon Trust Standard](#).

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.

FSC Rhyd-y-creuau The Drapers' Field Centre

Located near the tourist honey-pot of Betws-y-coed in Snowdonia National Park, the centre attracts groups from England, Wales and further afield. We continually strive to build upon our reputation as a leading A-level biology and geography field centre. A further strength of the centre is our comprehensive programme of KS2 and KS3 Eco-adventure courses, which develop environmental understanding through a range of outdoor learning experiences including Adventurous Activities.

Looking after our customers is of paramount importance and the Office, Hospitality and Education teams all 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 25 staff at the Centre, with about two thirds living locally. All other staff are residential and live in shared accommodation adjacent to the centre and near the village of Betws-y-coed. Links with the local community, Welsh culture and Welsh language are valued greatly at the centre.