

Welcome to the Field Studies Council (FSC)



Sales Team Leader, FSC Central Services

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 **Sales Team Leader** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Central Services (also visit www.field-studies-council.org)

How to apply:

To apply for this position please download and complete in full the [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.

Note: the application form may not be mobile or tablet compatible. The form should ideally be completed on a desktop or laptop ensuring it is saved as and re-attached to an email to send back to recruitment@field-studies-council.org

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 12pm noon on Wednesday 3rd February 2021

Interviews will be held 11th and 12th February 2021, with shortlisted applicants being contacted by email.

If you have any queries regarding this vacancy please contact Dawn Cook via Dawn Cook d.cook@field-studies-council.org

We look forward to receiving your application in due course.

Ian Wainwright
Commercial Director

JOB DESCRIPTION

Job Title:	Sales Team Leader
FSC Grade:	Senior Team Leader
Based at:	Base negotiable
Reports to:	Sales & Marketing Manager
Responsible for:	The management of all aspects of Sales and Customer Service within a designated area of the Sales team

Overall Job Purpose:

To effectively manage all sales and initial administration of bookings for FSC within a designated area, e.g. Tertiary & Primary; Secondary & Post-16; Non-School/University; providing a high level of customer service in order to meet customers' needs to ensure the customer returns to FSC year on year.

Leading and managing the designated customer service team to ensure excellent customer service, financial management, communication and information flow for internal and external customers.

To manage the relevant database and systems, 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.

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:

- Contributing to sales and marketing strategy and evaluating quality, sustainability and safety standards within the customer service function
- Meeting targets for bookings and income to ensure optimal occupancy
- Contributing to the organisation's national strategic policy, procurement and monitoring within the customer service function
- Effectively line managing the customer service staff in your designated area, providing clear direction, motivation, support and feedback
- Recruiting, inducting & developing customer service staff in your designated area, including having an active role in their performance management and carrying out Personal Development Reviews (PDR's) in line with FSC procedures
- Providing leadership and communication for learning location administration staff, and contributing to their personal development reviews (PDRs), as appropriate
- Working with national and local centre management to ensure effective communication of systems as well as co-ordinating and monitoring delivery of customer service aspects of learning location team action plans
- Working with other Sales Team Leaders to deploy customer service staff to match FSC priorities
- Working with other Sales Team Leaders to co-ordinate FSC customer service staff training, linked to organisational priorities
- Working with other Sales Team Leaders to co-ordinate FSC customer service expenditure budgets, procurement and resources
- Working with other Sales Team Leaders to co-ordinate and support FSC and learning location pilot administration project delivery and evaluation
- Working with other Sales Team Leaders to lead the successful on-going implementation and further development of the Cinolla Database system across the organisation including support and training where appropriate
- Maintaining an up-to-date knowledge and understanding of all areas of the FSC's work in order to respond knowledgeably to enquiries from the public or members of FSC staff
- Ensuring that telephone, email and in-person enquiries are handled appropriately to meet deadlines, and the highest standards of customer care are achieved
- Having day to day management responsibility for bookings including: processing bookings; ensuring the FSC database is accurately maintained; and information is communicated to customers and staff effectively

- Being a first point of contact for customers and a role model for customer care
- Liaising with customers before, during and after their visit to ensure that all customers are asked to re-book before departing the learning location to meet re-booking targets
- Responding to requests for further information for market analysis
- If based at an FSC Centre, occasionally supporting colleagues with front of house tasks and duty system cover (by arrangement)
- Undertaking general office administration, as required
- Undertaking any other duties that may be reasonably required to assist with other teams across the organisation and complying with all reasonable directions that may from time to time be given.

General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- 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 by the Sales & Marketing Manager

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.

The FSC reserves the right to vary these duties, as per the needs of the business.

Date of issue: January 2021

PERSON SPECIFICATION

Job Title: SALES TEAM LEADER	Location: BASE NEGOTIABLE
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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 and Maths, or appropriate vocational experience	✓		Application
Minimum of NVQ level 2 in Business Administration or equivalent	✓		Application
5 years+ relevant experience of working in a senior administrative or sales role	✓		Application/Interview
2 years+ experience of successfully managing staff to achieve high results	✓		Application/Interview
Experience of leading customer focussed service delivery	✓		Application/Interview
Experience of operating at a strategic level		✓	Application
ICT Qualification		✓	Application
Management Qualification		✓	Application
Financial management experience, including budgeting and forecasting		✓	Application/Interview
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
3. SKILLS			
Accuracy and attention to detail in all aspects of work	✓		Application/Interview
Proven leadership abilities, with the ability to motivate your team to achieve high results and inspire others	✓		Application/Interview
Excellent communication skills, both orally and in writing, with the ability to communicate effectively with a wide variety of audiences at all levels, including whilst working from a remote location	✓		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: Senior Team Leader

FSC Salary Grade: Scale Points 17 – 20, actual salary is £24,083 - £27,484 per annum

The point of entry within the salary grade will be dependent upon skills, 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:

The hours of work are based on a notional average of 37.5 hours per week with consideration given to part time hours or a potential job share. The hours of work may vary depending on business need; Weekend and evening may occasionally be required. The exact working pattern can be discussed 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. Anyone who joins part way through the year 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:

This post has been classified as **Category C** (as defined in the FSC Code of Conduct) which means it is **not exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). No criminal records check is currently required, however, the post holder must still meet the acceptance criteria as defined in the FSC Code of Conduct.

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. 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 Central Services

FSC Central Services is based in a rural location 4 miles west of Shrewsbury, close to FSC's Preston Montford Field Centre, near Montford Bridge. FSC Head Office provides a number of central functions to support the work of the charity and to support our Learning Locations: these include Biodiversity, Digital Services, Finance, Human Resources and Marketing. The Chief Executive and Directors are based at Head Office and provide the strategic and organisational direction for this successful charity. There are currently approximately 45 staff based at FSC Central Services.