

Welcome to the Field Studies Council (FSC)

Housekeeping Assistant with FSC Pembrokeshire predominantly based at Orierton Field Centre

This is a Part-Time (16 hours per week) fixed term position running from 1st May 2018 until 31 October 2018

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 **Housekeeping Assistant** vacancy:

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

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 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, FSC Head Office, Montford Bridge, Preston Montford, Shrewsbury, SY4 1HW

Please note we do not accept CV's without a completed application form.

Applications will be considered upon arrival and interviews arranged as appropriate.

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

Chris Millican
Head of Centre

JOB DESCRIPTION

Job Title: Housekeeping Assistant
Based at: FSC Pembrokeshire (predominantly based at Orielson Field Centre)
Grade: Team Member
Reports to: Lead Housekeeper / Hospitality Manager
There is no line management responsibility associated with this post

Overall Job purpose:

Housekeeping Assistants work within the hospitality team to ensure that the learning location is clean and tidy for visitors at all times whilst contributing to a friendly welcoming atmosphere at the learning location.

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

Key Responsibilities:

- Undertaking routine and special cleaning of the learning location for all users: including bedrooms; corridors; public areas; staff areas; classrooms; bathroom, shower and toilet facilities
- Preparation of customer accommodation: including clearing and making up of beds, provision of towels, and restocking of tea/coffee making facilities
- Reporting room defects, damage or graffiti to the maintenance staff
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your line manager
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and laundry/house cupboards are organised and tidy
- Ensuring laundry is completed in a timely manner: working in the laundry, operating machines and pressing (after appropriate training)
- Undertaking a variety of miscellaneous tasks which could include serving in the shop/bar, assisting the catering team, collecting or delivering people or materials in FSC vehicles, grounds maintenance, assisting with general maintenance and painting around the learning location

General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- You may be required to take an active role in the learning location's evening and residential duty system - this would 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: 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.

- 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: March 2018

PERSON SPECIFICATION

Post Title: HOUSEKEEPING ASSISTANT	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			
Previous Customer Service experience	✓		Application / Interview
Previous cleaning experience		✓	Application / Interview
Hospitality experience		✓	Application/Interview
First Aid qualification		✓	Application
Full valid Driving Licence		✓	Application
2. KNOWLEDGE			
Ability to use standard office software and technology as appropriate to the role		✓	Application
Ability to speak Welsh		✓	Application/Interview
3. SKILLS			
Ability to focus and stay on task 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 fixed term position running from 1st May 2018 until 31st October 2018.

Remuneration:

FSC Grade: Team Member

FSC Pay Grade: Scale Points 3-4. The point of entry within the salary grade will be dependent upon the national minimum wage rate appropriate to the post holder's age and their qualifications and experience. Currently -

- £7.38 per hour (24 years of age and under)
- £7.83 per hour (25 years of age and over)

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 hours of work are based on a notional average of 16 per week based on a flexible shift pattern, this **will** fluctuate throughout the duration of the contract according to business needs. This means that the post holder may be required to work more hours during busy periods and considerably less in other weeks to compensate. Weekend and Bank Holiday working will be required. Evening working may be required and you may be required to undertake evening and residential duties. The working pattern can be discussed further 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.

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 / Level of Disclosure and Barring Service (DBS) Check Required:

Should the post holder 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)

If, however, the post holder will not be undertaking evening/overnight duties, this post will be 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. 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.

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

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.