

Welcome to the Field Studies Council (FSC)



Administrator with FSC Margam Discovery Centre, Port Talbot

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 **Administrator** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Margam Discovery Centre (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 Tuesday 3rd April 2018.

Interviews are scheduled to take place at FSC Margam Discovery Centre on Monday 9th April 2018.

Shortlisted applicants will be contacted by telephone and/or email.

If you have any queries regarding this vacancy please call Jane Richmond on 01639 895636. We look forward to receiving your application in due course.

Jane Richmond
Head of Centre

JOB DESCRIPTION

Job Title:	Administrator
FSC Grade:	Team Member
Based at:	FSC Margam Discovery Centre
Reports to:	Office Manager
	There is no line management responsibility associated with this post

Overall Job Purpose:

To undertake and deliver the highest level of all administrative duties; ensuring a proactive and professional administrative support service is delivered to both external customers and internal colleagues and teams. As the first point of contact for customers telephoning and emailing the learning location it is imperative that the post holder delivers the highest level of customer service and care at all times.

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:

- Provision of administrative support for the smooth running of the learning location
- Handling enquiries, taking and processing course bookings, maintaining and updating the bookings database
- Assisting the Office Manager to streamline operating practices, recordkeeping systems and forms, and helping to implement changes as required
- Keeping accurate records of booking details and proficiently handling subsequent booking correspondence
- Maintaining and updating records, spreadsheets and databases relating to all aspects of the learning location's work
- Assisting with promoting the work of the learning location and its programmes to potential customers, stakeholders and partners
- Being the first point of contact for customers by telephone and on arrival at the Centre, in conjunction with other office staff
- Assisting with duties associated with petty cash handling, financial systems and record keeping
- Participating in the processing and distribution of mail (internal and external)
- Assisting with customer liaison to ensure that payments are made within agreed timescales
- Ensuring all telephone calls and emails coming into the learning location are handled in a professional and timely manner, and that any enquiries that cannot be dealt with are passed to a senior colleague as appropriate
- Assisting with the further development of cloud based office systems
- Taking minutes of weekly staff meetings and other learning location meetings, as necessary
- Undertaking other routine administrative tasks, e.g. filing, in a timely manner
- 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
- Following accurately the administrative procedures and systems and making recommendations as appropriate

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 day duty system – this will / may involve dealing with customer issues and responding 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 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
- 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: ADMINISTRATOR	Learning Location: FSC Margam Discovery Centre
----------------------------------	---

ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Minimum of 5 GCSEs or equivalent, to include English & Maths, or appropriate vocational experience	✓		Application
Experience working in an Administrative role	✓		Application/Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Experience of taking accurate notes of meetings		✓	Application
Experience of working with cloud based administration systems		✓	Application/Interview
Experience of using Customer Relationship Management (CRM) systems		✓	Application/Interview
Word Processing / Typing Qualification		✓	Application
Minimum of NVQ Level 2 in Business Administration or equivalent		✓	Application
ICT Qualification		✓	Application
Full valid Driving Licence		✓	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
Ability to speak Welsh desirable		✓	Application/Interview
3. SKILLS			
Excellent administrative skills	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		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 Member

FSC Salary Grade: Scale Points 7 - 10, actual pro-rata salary is £15,123 - £16,797* per annum (the full time equivalent salary is £17,284 - £19,197* per annum). (*Rates effective from 1st April 2018).

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 hours of work are 35 hours per week, which will normally be worked over five days, Monday to Friday, with a 30-minute unpaid lunch break each day. The hours of work may vary depending on business need; equating to a total of 1820 hours of work annualised over a full year. Weekend / evening work 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. 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 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 Margam Discovery Centre

Set in 850 acres of beautiful parkland where 600 deer roam freely, the Margam Discovery Centre in South Wales offers high quality environmental education to all age groups, both residentially and for day visits. There are a huge variety of habitats within the park but the Centre is also in a great location being close to sand dunes, moorland, woodlands, rivers and coasts, including heritage coastline and Gower ANOB. There are also a number of human environments including Swansea and Cardiff, where studies can take place.

The Margam Discovery Centre has a superb reputation for providing high quality courses from Key Stage 2 to GCSE and A-level geography and biology as well as Undergraduate programmes from which we have been getting excellent reviews. We offer a range of leisure and professional training courses, covering virtually every aspect of learning about the countryside, its wildlife and the environment.

The Margam Discovery Centre has the capacity to accept groups from all around the UK. We now have up to 132 beds in 33 en-suite bedrooms each sleeping up to 4 pupils. There are four teaching rooms equipped with interactive and standard whiteboards, as well as recreation, refectory and drying room facilities. The building is a purpose-built facility incorporating sustainable technologies. That said, we aim to spend as much time as possible outdoors with pupils!

The Centre also operates a Café that caters for members of the public visiting the park during certain times of the year.

The staff include the Head of Centre, Visitor Services Manager, Education Team Leader, Tutors, Education Assistants, Housekeepers, Cooks/Caterers, Bursar, Administrator and Maintenance staff, who cover all aspects of Centre operations.

If you would like to find out more information about FSC Margam Discovery Centre please visit:

www.field-studies-council.org/centres/margamdiscoverycentre.aspx