



Welcome to the Field Studies Council (FSC)

Business Administration Apprentice at FSC Head Office, Shrewsbury

Thank you for your enquiry regarding the position of Business Administration Apprentice with Field Studies Council (FSC) at FSC Head Office, Shrewsbury. This is an excellent opportunity for somebody wishing to gain valuable experience of a busy Finance office in order to develop a career in this area. The successful candidate will spend five days a week within a small but busy Finance department getting hands-on experience of working in an office environment and gaining important customer service skills.

In addition, the successful candidate will gain a Level 2 qualification in Business Administration and be given help with the recruitment process to better enable them to find a permanent position after the completion of the apprenticeship.

- **We have a proven record of developing apprentices in FSC.**
- **Previous apprentices in the Finance Department have gone on to work full time in Finance.**

We are very good at developing finance professionals because:

- We treat our apprentices as valuable members of our team; they are not here to perform menial tasks.
- The size of the charity enables apprentices to get involved in projects that smaller organisations are not able to perform or not able to perform in as much depth.
- The work undertaken within the Finance office develops well-rounded skills.
- The atmosphere of the organisation is informal; it is much less of a culture shock than going from education to very formal companies.

As a market leading charity with a turnover in excess of £15million, FSC provides a rare opportunity within Shropshire to work within a medium sized organisation with a strong sense of purpose.

Included in this pack is the key information relating to our **Business Administration Apprentice** Vacancy:

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

How to apply:

Please click on this link to apply via the Gov.Uk site -

<https://www.findapprenticeship.service.gov.uk/apprenticeship/-361710>

All Applications will be dealt with through County Training in the first instance

Applications will be considered on arrival and Interviews arranged as appropriate

If you have any queries regarding this vacancy please call Maggie Furmanek 01743 852172. We look forward to receiving your application in due course.

Maggie Furmanek
Financial Controller

JOB DESCRIPTION

Job Title:	Business Administration Apprentice (Level 2)
FSC Grade:	Trainee
Based at:	FSC Head Office - Shrewsbury
Reports to:	Senior Finance Officers

Overall Job purpose:

The Business Administration Apprentice will work as part of the Head Office Finance Team to assist in and learn about all aspects of financial services and systems. This role is an entry level opportunity as a first step towards a career in Business.

This is essentially an active role and the post holder will have to undertake manual handling duties associated with this post for example taking delivery of parcels and moving office files and archive storage boxes.

Key Responsibilities:

- To study towards a level 2 qualification in Business Administration.

The Level 2 qualification will provide you with a broad yet detailed introduction to the world of business, including modules covering how to work with both manual and computerised systems. The Level 2 course in Business Administration is an ideal entry level qualification: you do not need prior experience to enroll. You will be required to undertake the Business and Administration Level through work based learning and assessment.

- Assisting with telephone enquiries, ensuring all messages are passed to staff in a timely manner.
- Maintaining up to date filing systems.
- Assisting with incoming and outgoing post, ensuring it is dealt with in a timely manner.
- Assisting with general queries to the Finance office.
- Assisting in the recording and coding of purchase invoices.
- Drafting and preparing documentation in various formats, as and when required, in order to respond to correspondence or produce documents as requested.
- Assisting with data entry on to various computerised databases to enable records to be kept up to date and ensure the accuracy of the data.
- Creating and maintaining effective working relationships with other members of staff and customers.
- Following policies and procedures, in particular observing the importance of confidentiality in finance where necessary e.g. payroll.
- Continually monitoring your achievement of targets.

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 Head Office staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining professional standards 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 Head Office
- Although not a requirement of the post, due to the remote location of head office, it would be advantageous if the post holder were able to drive.

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 2018

PERSON SPECIFICATION

JOB TITLE: BUSINESS ADMINISTRATION APPRENTICE	LOCATION: HEAD OFFICE
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
GCSE A-C level passes in Maths and English (or equivalent)	✓		Application /Interview
Experience working in an office or customer service role		✓	Application /Interview
Full valid Driving License		✓	Application
2. KNOWLEDGE			
Good general IT skills (familiarity with word, excel, email, databases and use of Internet)	✓		Application /Interview
Knowledge of or interest in Finance and Accounting		✓	Application /Interview
3. SKILLS			
Ability to work using own initiative and as a competent and effective team member	✓		Interview
Ability to focus and stay on task in a busy office environment or when working alone	✓		Application /Interview
Ability to take an active and productive part in your own learning experience.	✓		Interview
Ability to communicate effectively and build rapport with colleagues across the FSC	✓		Interview
Excellent communication skills both orally and in writing	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview/ Assessment
Professional and articulate telephone manner	✓		Interview

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term:

This is a fixed-term apprenticeship for up to 18 months.

Remuneration:

FSC Grade: Trainee.

The post is offered at the apprentice salary of £148 per week, based on 40 hours per week.

The salary is paid monthly in arrears by BACS transfer.

Hours of work:

The hours of work are 40 hours per week, which will normally be worked over five days, Monday to Friday, with a 30-minute unpaid lunch break each day. Flexibility regarding hours worked will be required and the position may require some occasional evening and weekend working. The working pattern can be discussed further at interview.

The post holder may occasionally have to travel to attend training events/workshops at other FSC or external locations. Where this is required this would be agreed in advance and appropriate notice would be given.

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. 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 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 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 Head Office

FSC Head Office 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 Digital Services, Education, 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 50 staff based at FSC Head Office.

For more information on the FSC please visit our website: www.field-studies-council.org