



Welcome to the Field Studies Council (FSC)

School Booking Assistant with FSC Head Office, Shrewsbury, Shropshire

This is a Fixed Term maternity cover position due to start in January 2019 and end in October 2019 in the first instance

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 **School Booking Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Head Office (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 [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 Monday 7th January 2019

Interviews will be held at FSC Head Office, Preston Montford in the week commencing 14th January 2019

If you have any queries regarding this vacancy please call Ben Worth on Tel No. 01743 852123 We look forward to receiving your application in due course.

Ben Worth
Head of Marketing

JOB DESCRIPTION

Job Title:	School Booking Assistant
Based at:	FSC Head Office
Grade:	Team Member
Reports to:	Head of Marketing
	This post holds no line management responsibility

Overall Job purpose:

The post-holder will work closely with school teachers with an interest in attending our centres and centre-based office teams to ensure school teachers can easily book a fieldwork experience that meets their requirements.

To further complement the existing process created at Head Office we are seeking someone to join the team. The post-holder will work within the successful process created at Head Office. The successful candidate will be able to bring their passion for fieldwork, their knowledge of current specifications and be able to communicate this enthusiastically to potential customers in order to ensure each enquiry is brought to a conclusion as efficiently as possible.

Although the main focus of the role will be to respond to customer enquiries, the post-holder will also develop record and share knowledge of what each centre can offer school groups and help improve information on each centre's web-page. As such, there will be a requirement to visit centres.

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:

- Responding to initial enquiries, via telephone and email, working closely with our centre admin teams to confirm prices and availability.
- Ensuring continued communication with enquirers up until the point at which a deposit payment has been received.
- Recording information to ensure we track each enquiry's progress.
- Developing and recording information regarding what each centre can offer to school groups and where their specialties lie.
- Working with centre staff and the marketing team to help improve the level and quality of information regarding fieldwork courses for schools on centres' web-pages.
- Occasionally attending an exhibition conference, setting up the stand and maintaining its presence.
- Being the first point of contact, with the front office team, for customers by telephone, when arriving in person.
- Providing a welcoming and friendly environment for visitors and staff.
- Improving our environmental performance through reducing waste and efficient use of office resources, especially through minimising paper use.
- Assisting with Front Office duties as and when required.

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 periods of high workload.
- Maintaining professional standards at all times in accordance with FSC policies
- Fulfilling your obligations under the Behaviour Partnership.
- 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 FSC locations with the occasional overnight

- Any other duties that may reasonably be required by the Head of Marketing to ensure the smooth running of Head Office.

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 2018

PERSON SPECIFICATION

Post Title: SCHOOL BOOKING ASSISTANT	Learning Location: FSC HEAD OFFICE		
ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS			
Degree in either Geography, Biology, Ecology, Environmental Science or closely allied discipline	✓		Application/Interview
2. EXPERIENCE, KNOWLEDGE, SKILLS & ABILITIES			
Previous experience of fieldwork	✓		Application/Interview
Knowledge of National Curriculum & Geography and Biology Specifications	✓		Application/Interview
Experience of using word, excel and databases	✓		Application/Interview
Experience of delivering at a wide range of levels including GCSE or A-level		✓	Application/Interview
Experience of working in a customer service , sales or office environment		✓	Application/Interview
3. PERSONAL QUALITIES			
Excellent communication skills, especially over the telephone.	✓		Application/Interview
Excellent customer service skills.	✓		Interview
Consistently focussed and determined approach, motivated to learn new skills and overcome challenges.	✓		Interview
Empathy.	✓		Interview
Ability to work using own initiative, as a competent and effective team member and independently.	✓		Application/Interview
Demonstrable personal time management and prioritisation skills.	✓		Interview
4. OTHER CIRCUMSTANCES			
Full valid Driving Licence		✓	Application

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term: This is a Fixed Term maternity cover position due to start in January 2019 and end in October 2019 in the first instance

Remuneration:

FSC Grade: Team Member

FSC Salary Grade: Scale Points 10 - 13, currently £18,877 - £21,542 per annum.

The point of entry within the salary grade will be dependent upon qualifications and experience. Due to the fixed term nature of the contract the post holder will be appointed to a fixed point salary in the first instance.

The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually.

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. The hours of work may vary depending on business need; equating to a total of 2080 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. 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 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 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 Biodiversity, 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.