

# Welcome to the Field Studies Council (FSC)



## HR Systems Administrator at FSC Head Office, Shrewsbury

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 **HR Systems Administrator** 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](http://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](http://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](mailto: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 21<sup>st</sup> January 2019**

Interviews are scheduled to take place at FSC Head Office on Monday 28<sup>th</sup> January 2019

Shortlisted applicants will be contacted by telephone and/or email

If you have any queries regarding this vacancy please call Sara Seivewright on 01743 852144. We look forward to receiving your application in due course.

**Sara Seivewright**  
**Head of Human Resources**

# JOB DESCRIPTION

**Job Title:** HR Systems Administrator  
**FSC Grade:** Senior Team Member  
**Based at:** FSC Head Office  
**Reports to:** Head of Human Resources

## Overall Job Purpose:

This is an exciting time to join a friendly HR team in a new role, as HR System Administrator. You will have the “hands on” skills to lead & assist in the improvements and configuration needs for Resource Link and you will help to improve the simplicity of the applications and workflow/short-cuts for the HR & Payroll Team. You will ensure the data integrity and maintain system security, configuration, workflow and analytics as our business continues to grow

You will work with the HR and Digital Team to design and implement new continuous improvements of the HR Information System (HRIS). You will need some experience of Northgate Resource Link functionality and ideally some of their Self Service features. Experience in report building and generation would also be valuable.

You will be responsible, with the Information Systems and Security Manager for identifying improvements to be made to the HRIS, developing work instructions and procedures, and creating user and troubleshooting guides. You will be required to carry out the Digital change management process and owning full change life cycle through to training and on-going development needs.

In addition, you will be responsible for managing and quality assuring the integrity of HR data on a day to day basis, creating and generating accurate, user friendly HR reports, and providing training for report generation for other HR system users.

You will be a team player, with a positive ‘can-do’ attitude and be able to engage effectively with a wide range of stakeholders to effectively analyse business processes, then develop and deliver solutions that meet the business needs. You will need to demonstrate experience working within a fast paced HRIS or similar environment, managing demanding and multiple projects, even conflicting deadlines whilst maintaining excellent attention to detail and accuracy.

You’ll have great decision making and prioritisation skills, with excellent spoken and written communication, and the confidence to build strong relationships at all levels.

## Key responsibilities:

This is a systems focussed role with responsibilities that are challenging and varied, including:

- Providing support to users across the business responsible for the day to day running of our HRIS and you will be the initial liaison with Resource Link (NGA) software provider as system administrator/expert
- Coordinating and implementing best practice improvements within the HRIS
- Implementing and configuring the Resource Link (NGA) modules in line with the organisations requirements
- Preparing/implementing the roll out from a technical point of view of system upgrades, as well as offering training across the business
- Providing system and project support to both the HR and Payroll teams
- Maintaining appropriate access levels for system users in line with GDPR requirements
- Delivering core cyclical and ad hoc HR and payroll reports
- Providing accurate data in a consistent format
- Working with the HR and Payroll teams to improved data quality in HRIS
- Identifying/escalating more serious data issues to the Head of HR and Head of Digital
- Taking responsibility for reviewing and developing efficient solutions to reporting requirements
- Providing timely and accurate data to support on-going or ad hoc HR and Payroll projects
- Working with HRIS team in developing and scheduling standard reports for ongoing needs
- Maintains data integrity in system by running queries, analysing and correcting the data as needed

- Performs analysis of HRIS systems by researching and identifying the root cause for potential data problems such as system limitations or design, user error or lack of standard procedures to recommend and make improvements.

**Personal qualities:**

The ideal applicant will be able to demonstrate:

- Previous experience with HRIS Resource Link (NGA) in a similar role.
- Experience of HR and payroll processes and a deep interest in working within a HR or Payroll function
- Demonstrate excellent customer service skills and have a strong ability to anticipate and understand customer needs
- Knowledge of technical and functional HRIS, time management and payroll systems
- An understanding of HR strategies and policies
- Strong communication skills with an ability to translate the system into customer friendly terms
- Advanced Excel, systems configuration and IT skills
- High levels of organisation, prioritisation and multi-tasking skills, with an ability to meet deadlines
- Strong relationship building skills, with the proven ability to effectively influence key stakeholders
- Initiative and drive as well as an ability to maintain focus under pressure and ensure accuracy and attention to detail at all times.
- High levels of personal discretion and a strong respect for the need for confidentiality
- Understanding of basic to complex End-User issues.
- Strong analytical skills with the ability to maximize HR systems for the benefit of the company.

**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 with regard to ensuring 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 FSC 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

**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

<b>Post Title: HR SYSTEMS ADMINISTRATOR (RESOURCELINK)</b>	<b>Location: FSC HEAD OFFICE</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Significant experience in database administration and systems configuration in a IT/digital environment	✓		Application/Interview
Significant experience in relational databases	✓		Application
Degree or equivalent in a relevant subject		✓	Application/Interview
ICT qualification		✓	Application/Interview
Experience of working on integrated HR/payroll platforms		✓	Application/Interview
Significant experience of working in a multi-site environment		✓	Application
Full valid driving licence		✓	Application
<b>2. KNOWLEDGE</b>			
High level knowledge of integrated platforms	✓		Application/Interview
High level knowledge of digital development processes such as change management / incident management / systems configuration	✓		Application/Interview
<b>3. SKILLS</b>			
Excellent interpersonal skills, building relationships and rapport with people at all levels, technical and non-technical	✓		Application/Interview
Excellent teamwork skills	✓		Application/Interview
Excellent IT skills; proficient in the use of Microsoft Office, Excel & Word	✓		Application / Interview
The ability to communicate with clarity about digital technology to both technical and non-technical colleagues	✓		Application/Interview
Ability to effectively prioritise tasks on a day to day basis	✓		Application/Interview
Imagination and creativity combined with a proven ability to turn theory into practice	✓		Application/Interview
Empathy with culture and values of the Charity	✓		Application/Interview
Flexibility in approach toward workload with regard to its nature and hours of work	✓		Application/Interview

# SUMMARY OF MAIN TERMS AND CONDITIONS

## **Contract Term:**

This is a permanent position.

## **Remuneration:**

FSC Grade: Senior Team Member

FSC Salary Grade: Scale Points 15 - 18, currently £23,524 - £26,845 per annum.

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.

## **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. Evening, weekend and Bank Holiday working may occasionally be required, and there will also be the requirement to attend meetings and courses at other locations as 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.

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 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](http://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](http://www.field-studies-council.org)