

# Welcome to the Field Studies Council (FSC)



## **Administration Apprentice with FSC Millport, Isle of Cumbrae,**

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 **Administration Apprentice** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Millport (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.**

**Previous Applicants need not apply**

**Applications considered on arrival and Interviews arranged as appropriate**

If you have any queries regarding this vacancy please call Alex MacFie on Tel No. 01475 530581 We look forward to receiving your application in due course.

**Alex MacFie**  
**Head of Centre**

## JOB DESCRIPTION

**Job Title:** Administration Apprentice  
**FSC Grade:** Trainee  
**Based at:** FSC Millport  
**Reports to:** Office Manager

### Overall Job Purpose:

This is an excellent opportunity for somebody wishing to gain valuable experience of administrative techniques in order to develop a career in this area. The successful candidate will be the first point of contact working within a small but busy administration department. You will have the opportunity to develop essential reception, administration and customer service skills. In addition, the successful candidate will study and gain a SVQ Level 3 in Business and Administration.

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:

- To study towards and gain a SVQ Level 3 in Business and Administration
- To assist with telephone enquiries ensuring all messages are passed to staff in a timely manner
- Maintain up to date filing systems
- To assist with incoming and outgoing post ensuring it is dealt with in a timely manner
- To assist with general queries
- To assist in the recording of incoming cheques and cash
- To assist with data entry on to various computerised databases to enable records to be kept up to date and ensure the accuracy of the data
- Create and maintain effective working relationships with other members of staff and customers
- To follow policies and procedures, in particular observing the importance of confidentiality of information
- Continually monitor your achievement of targets
- 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

### General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Subject to meeting minimum age criteria, taking an active role in the learning location's evening and residential duty system - this will 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)
- 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 2019

## PERSON SPECIFICATION

<b>Job Title: ADMINISTRATION APPRENTICE</b>	<b>Location: FSC MILLPORT</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Standard or equivalent qualification in Maths and English	✓		Application/Interview
<b>2. KNOWLEDGE</b>			
Good IT skills (familiarity with word, email, databases and use of Internet)	✓		Application/Interview
Ability to effectively manage tasks on a day-to-day basis	✓		Interview
Ability to communicate effectively and build rapport with colleagues across the FSC	✓		Interview
Demonstrable personal time management and prioritisation skills	✓		Interview
Ability to deliver a high level of customer care	✓		Interview
Experience of working in an office or customer service role		✓	Application/Interview
<b>3. SKILLS</b>			
Ability to work using own initiative and as an 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
Good attention to detail	✓		Interview
Ability to think creatively	✓		Interview
A strong desire to develop a career in business administration		✓	Interview

## SUMMARY OF MAIN TERMS AND CONDITIONS

### **Contract Term:**

This is a fixed term apprenticeship for up to 12 months in the first instance.

### **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. The salary scale is reviewed annually.

If resident, a deduction of 20% is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement. Food will only be provided during the course of your duties. Food is not included on days off and holidays.

A Uniform is provided by the FSC.

### **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 being **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 a **PVG Scheme check for regulated work with children** with Disclosure Scotland.

## 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 Millport**

FSC Millport is a new learning location for the Charity. The Marine Station at Millport has been in existence for over a century and is the oldest in Scotland. The site has built up a well earned reputation for high quality field teaching which FSC is keen to maintain and develop.

The centre opened its doors to its first FSC customers in February 2014. The main user groups initially were the many higher education groups which had previously used the site. This is now being supplemented by the development of courses for a wider range of users including other higher education groups, Scottish schools, other groups from outside Scotland and the leisure learning market.

FSC has ambitious plans for the Centre including the refurbishment of much of the site and the addition of a new accommodation and teaching building to ensure that the high quality teaching provision is supported by appropriate infrastructure. FSC Millport will form a key component of the Charity's work in Scotland and will work closely with other FSC operations to ensure a comprehensive and joined up provision can be offered across FSC Scotland.

For further background information on the centre visit [www.field-studies-council.org/centres/millport.aspx](http://www.field-studies-council.org/centres/millport.aspx)