



Welcome to the Field Studies Council (FSC)

Administration & Customer Service Assistant with FSC Slapton

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 & Customer Service Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Slapton (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 will be 12 noon on Wednesday 20th March 2019

Interviews are scheduled to take place at FSC Slapton on Tuesday 26th March 2019

Shortlisted applicants will be contacted by telephone and/or email

If you have any queries regarding this vacancy please call Kate Payne on 01548 580466. We look forward to receiving your application in due course.

Andy Pratt
Head of Group (West)

JOB DESCRIPTION

Job Title: Administration & Customer Service Assistant
FSC Grade: Team Member
Based at: FSC Slapton
Reports to: Administration Manager
There is no line management responsibility associated with this post

Overall Job Purpose:

To assist in all customer service duties; ensuring a proactive and professional administrative support service is delivered to external customers, internal colleagues and teams. As the first point of contact for customers visiting, 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:

- Liaising with customers before and during their visit to ensure that all customers are asked to re-book before departing the Centre to meet re-booking targets
- Providing excellent customer care to residents and day visitors alike from our Reception
- Ensuring all telephone calls and emails coming into the learning location are handled in a professional and timely manner
- Ensuring all enquiries that cannot be dealt with are passed to a senior colleague as appropriate
- Assisting in the provision of administrative support for the smooth running of the learning location
- Preparing for and meeting groups on arrival to welcome and show in to rooms
- Creating and maintaining positive working relationships with internal and external customers and colleagues, to ensure effective communication and co-operative working
- Keeping accurate records of booking details and proficiently handling subsequent booking correspondence
- Assisting with promoting the work of the learning location and its programmes to potential customers
- Assisting senior staff in the preparation of the learning location's duty/on-call rota
- Co-ordinating transport arrangements for visits, including organising FSC vehicles, hire vehicles and coach firms
- Allocating accommodation for visiting groups
- Taking notes/minutes of staff meetings and other learning location meetings as necessary
- Following policies and procedures, in particular observing the importance of confidentiality
- Undertaking other routine administrative tasks in a timely and efficient manner, e.g. filing, petty cash handling and record keeping
- Processing and distributing mail (internal and external)
- 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 make recommendations as appropriate
- Dealing with lost property

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 FSC 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)
- 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 2019

PERSON SPECIFICATION

Post Title: ADMINISTRATION & CUSTOMER SERVICE ASSISTANT	Learning Location: FSC SLAPTON
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Minimum of 5 GCSEs or equivalent, to include English, or appropriate vocational experience	✓		Application
Experience working in an Administrative role	✓		Application
Experience of working in a busy office environment	✓		Application/Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Minimum of NVQ Level 2 Business Administration or equivalent		✓	Application/Interview
ICT Qualification		✓	Application
Experience of taking accurate notes of meetings		✓	Application
Full valid Driving Licence		✓	Application
2. KNOWLEDGE			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
3. SKILLS			
Highly organised with the ability to focus and stay on task in a busy office environment or when working alone	✓		Application/Interview
Excellent communication skills both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview
Excellent administrative skills	✓		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 4 – 7, actual pro-rata salary is £8,143 - £8,642 per annum (the full time equivalent salary is £16,287 - £17,284 per annum). This equates to an hourly rate of £7.83 - £8.31.

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 post is based on a notional average of 20 hours per week, this will equate to a total of 1040 hours of work annualised over a full year. The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the year according to business needs. This means that the post holder may be required to work additional hours per week during busy periods and considerably less in other weeks to compensate. Evening, weekend and Bank Holiday working may be required. The working pattern can be discussed with you at the 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 Slapton

FSC Slapton operates two residential centres (**Slapton Ley** and **Start Bay**) in the coastal village of Slapton, as well as **Slapton Ley National Nature Reserve**, the largest freshwater lake in the south west of England. Typically **Start Bay** caters for up to 40 primary school children and **Slapton Ley** for up to 120 older students. Looking after our customers is of paramount importance and the Office, Kitchen, Household and Education teams all play their part in ensuring we offer outstanding customer service. The management of the Centres is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience.

There are approximately 40 staff, as well as 70 volunteers and contractors, with about half living locally. All other staff are residential and live in shared accommodation within the village of Slapton. Slapton provides village amenities including a shop and 2 pubs as well as an active rural community within which the Centres and staff are fully involved.

“The multi-site provision at Slapton has a deservedly high reputation reflecting many outstanding features. There is a constant drive for improvement, staff at all levels work together to make a collective effort to strive for the best possible educational and residential experience for customers. The Centre delivers excellent academic courses and opportunities for personal and social development in a well-resourced, attractive environment, that is safe, supportive and gives the highest regard to visitors’ well-being. There is also a strong emphasis on sustainability both in service delivery and the way messages about the environment and sustainability are shared with customers.” **Jane Woodall, Ofsted Inspector, 2016.**