



Welcome to the Field Studies Council (FSC)

Customer Service Advisor to be based in the FSC West regional/group administration & customer service office at FSC Nettlecombe Court

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 **Customer Service Advisor** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC, FSC West Region/Group and FSC Nettlecombe Court (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 Monday 25th March 2019

Interviews will be held at FSC Nettlecombe Court in the week commencing 1st April 2019

Shortlisted candidates will be contacted by telephone and/or email

If you have any queries regarding this vacancy please contact Human Resources on 01743 852138 or email k.oxley@field-studies-council.org. We look forward to receiving your application in due course.

Andy Pratt
Head of Group (West)

JOB DESCRIPTION

Job Title:	Customer Service Advisor
FSC Grade:	Team Member
Based at:	FSC West regional/group administration & customer service office at FSC Nettlecombe Court
Reports to:	Regional Administration & Customer Service Manager There is no line management responsibility associated with this post

Overall Job Purpose:

To effectively manage all administration of bookings for FSC West Region/Group learning locations, providing the highest level of customer service at all times in order to meet customers' needs and ensure the customer returns to FSC year on year.

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:

- **Effectively managing all pre-travel administration for FSC learning location bookings, to ensure a strong relationship is built up with our customers:**
 - Effectively managing communication with customers by email, telephone, and post to assist them in meeting all deadlines for the return of essential information, proactively verifying booking details throughout the booking process;
 - Ensuring that all administrative and financial information on each booking is maintained and communicated accurately to customers using computer-based systems;
 - Efficiently managing workload through Outlook calendar, CRM diary, and email inbox;
 - Proactively providing accurate and timely information about groups and their bookings to learning locations and other departments, as required.
- **Meeting rebooking and feedback targets:**
 - Ensuring every customer is offered the opportunity to rebook their preferred future dates in advance of travel on their current booking;
 - Liaising with customers before and during their visit to ensure that all customers are asked to re-book before departing the learning location to meet re-booking targets
 - Meeting expected rebooking and customer service targets, and proactively working towards hitting stretch targets;
 - Identifying and overcoming re-booking barriers, recording relevant information in the CRM system;
 - Responding to customer feedback in a timely manner and identifying and communicating opportunities to make improvements to customer service.
- **Developing an in-depth knowledge of our customers and the learning locations they visit, and working with colleagues to ensure all customers' needs are met:**
 - Building an understanding of who our customers are and what pressures they are under;
 - Taking part in team building, learning location visits and previews within the West Region and occasionally more widely within FSC;
 - Working closely with learning location colleagues to ensure all customers' needs are communicated and met;
 - Supporting the wider FSC team by acting as the first point of call for questions about your learning location/customers.
- **Other responsibilities:**
 - Continuing to develop your product knowledge and skills in order to keep up with changes in technology, ways of working and changes in customer expectations;
 - Regularly reviewing own targets and working towards the achievement of agreed objectives;

- Undertaking other routine administrative tasks, e.g. filing, in a timely manner.

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 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)
- 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: CUSTOMER SERVICE ADVISOR	Learning Location: FSC WEST REGIONAL/GROUP OFFICE AT FSC NETTLECOMBE COURT
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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 & Maths, or appropriate vocational experience	✓		Application
Experience working in a customer service/administrative role	✓		Application/Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Experience of working in a sales environment		✓	Application/Interview
Experience of working with schools and groups		✓	Application/Interview
Experience of dealing with customer feedback and responding to complaints		✓	Application/Interview
Experience of working with cloud-based administration systems		✓	Application/Interview
Experience of using Customer Relationship Management (CRM) systems		✓	Application/Interview
Minimum of NVQ Level 2 in Business Administration or equivalent		✓	Application
ICT Qualification		✓	Application
Full valid Driving Licence		✓	Application
First aid qualification		✓	Application
2. KNOWLEDGE			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
Ability to speak Welsh		✓	Application/Interview
3. SKILLS			
Excellent customer service and administrative skills	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview
Excellent communication skills, both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		Application/Interview
Highly organised with the ability to focus and stay on task in a busy office environment or when working alone	✓		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 7 - 10, actual salary is £17,284 - £18,877 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 post is based on a notional average of 40 hours per week, this will equate to a total of 2080 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 will 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. 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

FSC West

FSC West is a group of 6 residential centres: Dale Fort, Orierton, Margam Park, and Rhyd-y-creuau in Wales, and Nettlecombe Court and Slapton Ley in the South West. The Centres are located in six iconic fieldwork locations in the finest landscapes in Wales and the South West.

Dale Fort is a Napoleonic fort set in a spectacular location high on the cliffs within the Pembrokeshire Coast National Park. It is ideally located for accessing the coastline, with rocky shore, salt marsh, grassland and woodland a short walk away, access to Skomer island by boat and settlements close by.

Orierton is an impressive Georgian mansion set in 120 acres of woodland with streams, ponds and grassland on site. Located close to the UK's only coastal national park with rocky shores, sand dunes, salt marsh and settlements.

Margam Discovery Centre is an award-winning state of the art, low carbon building situated within Margam Park, an 850 acre country estate on the narrow coastal plain and southern slopes of Mynydd Margam. The Centre is situated close to the Gower AONB, Heritage Coast and Brecon Beacons National Park.

Rhyd-y-creuau is a Georgian House in the Conwy Valley, set in the beautiful, rugged landscape and mountains of the Snowdonia National Park, yet close to secluded wooded valleys, rocky shores, beaches and traditional seaside resorts.

Nettlecombe Court lies in a secluded valley, the Tudor and Georgian country mansion is set within its own grounds of heritage parkland and ancient woodland. The Centre has excellent access to the Somerset coast as well as Exmoor National Park and The Quantocks Area of Outstanding Natural Beauty.

Slapton Ley provides a purpose built Centre and the Old School in the coastal village of Slapton, adjoining the National Nature Reserve with beach, lake and ancient woodland. Located on the stunning coastline of South Devon Area of Outstanding Natural Beauty, it is close to field sites in Dartmoor National Park and nearby settlements.

All Centres have good road and rail links with good communication and access to regional towns and urban centres.

FSC Nettlecombe Court

Nettlecombe Court is one of the FSC's leading residential field centres and is approximately 3 miles from Williton. Situated on the edge of the Exmoor National Park, Nettlecombe Court has developed a deserved reputation for the delivery of high quality field courses in geography and biology. We have a strong commitment to working with local partners, including Exmoor National Park, Somerset Wildlife Trust and local schools, and, as an EcoCentre we strive to improve our environmental performance in our working environment.

For more information, please also visit: www.field-studies-council.org