



Welcome to the Field Studies Council (FSC)

Governance Support Officer, FSC Head Office, Shrewsbury

Imagine a role that offers you both unique opportunities and challenges; where you work to support the senior management team of the FSC, and provide a professional and confidential administrative and secretarial service for senior staff and trustees. Through this role you will have the chance to demonstrate your passion to deliver the highest standards of customer service and care and ensure effective and efficient meetings.

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 **Governance Support Officer** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC (also visit www.field-studies-council.org)

How to apply:

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.

For all recruitment information and relevant application form please go to our vacancies web page at: www.field-studies-council.org/vacancies

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 Wednesday 3rd April 2019

Interviews are scheduled to take place at FSC Head Office on Wednesday 10th April 2019

For an informal discussion regarding this vacancy please call Human Resources on 01743 852116. We look forward to receiving your application in due course.

Sam Karuhanga
Director of Finance & Business Administration

JOB DESCRIPTION

Job Title:	Governance Support Officer
FSC Grade:	Team Member
Based at:	FSC Head Office - Shrewsbury
Reports to:	Director of Finance & Business Administration There is no line management responsibility associated with this post

Overall Job purpose:

This is a challenging and rewarding role, which requires the post holder to provide a high quality support service to the board of Trustees and a personal assistant support service to the Charity's Chief Executive and Director of Finance & Business Administration. The post holder will be expected to work accurately and efficiently under pressure with the ability to manage and prioritise their own workload; proactively reprioritise tasks based on new and sometimes conflicting work demands from the Director of Finance & Business Administration and CEO; and to provide and receive information which may require tact, diplomacy and persuasive skills.

This is essentially an active role and the post holder will need to undertake occasional travel relating to the post such as attending meetings across the UK involving some overnight stays.

Key Responsibilities:

The Governance Support Officer will work closely with the Director of Finance & Business Administration in the planning of board and Senior Leadership Team (SLT) meetings. The Governance Support Officer shall be responsible for:

- Providing a confidential, efficient and comprehensive personal assistant support service to the CEO and Director of Finance & Business Administration, including the co-ordination and prioritisation of work demands.
- Carrying out pre-meeting duties associated with the co-ordination of trustee committees; including making arrangements for meetings, supporting trustees with travel arrangements and distributing backing papers.
- Taking accurate minutes / notes at meetings as required, for example at trustee meetings, the monthly Senior Leadership Team meetings.
- Carrying out duties associated with support for the SLT including using internal and external data sources to collate information, circulating information to internal staff, and diary planning. To devise and support office systems for the management, filing and retrieval of information.
- Following policies and procedures, in particular observing the importance of confidentiality.
- Maintaining an up-to-date knowledge and understanding of relevant areas of FSC's work in order to respond knowledgeably to enquiries from trustees and FSC staff.
- Maintaining contact with the CEO and Director of Finance & Business Administration when they are absent from the office and to ensure urgent matters are brought to their attention in a timely way.
- Producing reports, documents, briefing notes and presentations as directed, to a high standard, and adhering to Corporate Templates.
- Supporting the Director of Finance & Business Administration with the maintenance of records at Companies House and the Charity Commission.
- Some FSC locations are remote and cannot always be accessed by public transport. It would therefore be advantageous if the post holder were able to drive. To drive FSC vehicles 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.

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 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: March 2019

PERSON SPECIFICATION

Post Title: GOVERNANCE SUPPORT OFFICER	Location: FSC HEAD OFFICE
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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	✓		Application/Interview
Recent experience working effectively in an administrative role at a high level equivalent to a PA for a senior manager	✓		Application
Experience of taking accurate notes of meetings	✓		Application/Interview/Assessment
Ability to exhibit a high level of confidentiality	✓		Application
Previous experience of working as a confidential minute taker	✓		Application
High level of proficiency in word processing (minimum of 40 wpm)	✓		Application
Minimum of NVQ Level 3 Business Administration or equivalent		✓	Application
ICT Qualification		✓	Application
Full valid Driving Licence		✓	Application
2. KNOWLEDGE			
Proficient and confident in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview/Assessment
Awareness of formal committee processes and procedures		✓	Application/Interview
3. SKILLS			
Excellent Personal Assistant skills	✓		Application/Interview/Assessment
Highly organised with the ability to effectively manage tasks on a day-to-day basis and prioritise to meet tight deadlines	✓		Application/Interview/Assessment
Ability to undertake complex work with limited supervision	✓		Interview
Excellent communication skills both orally and in writing	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview/Assessment

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term:

This is a permanent position.

Remuneration:

FSC Grade: Team Member

FSC Salary Grade: Scale Points 16 – 19, actual pro-rata salary is £23,405 - £26,299 per annum (the full time equivalent salary is £24,582 - £28,053 per annum). This equates to an hourly rate of £11.82 - £13.49.

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 based on 37.5 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 1950 hours of work annualised over a full year. The position will require some occasional evening and weekend working. The working pattern can be discussed further at interview.

There is an expectation that the post holder will occasionally have to travel to other FSC locations or meeting venues within the UK. Where this is required this would be agreed in advance and appropriate notice would be given.

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 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 852134.

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. In 2014, thanks to FSC members and donations from individuals and Trust Funds, we were able to provide support for over 1000 young people who otherwise would not have been 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 can't 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.