

Welcome to the Field Studies Council (FSC)



Administrator at FSC Juniper Hall, Dorking, Surrey

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 **Administrator** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC, FSC Juniper Hall and FSC East Region/Group (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 is 12 noon on Thursday 28th March 2019

Interviews are scheduled to take place at FSC Juniper Hall in the week commencing 1st April 2019

If you have any queries regarding this vacancy, please call Dawn Cook on 01306 734500. We look forward to receiving your application in due course.

Simon Ward
Head of Group (East)

JOB DESCRIPTION

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| Job Title: | Administrator |
| FSC Grade: | Team Member |
| Based at: | FSC Juniper Hall |
| Reports to: | Regional Administrative & Customer Services Manager There is no line management responsibility associated with this post |

Overall Job Purpose:

To undertake and deliver the highest level of all administrative duties; ensuring a proactive and professional administrative support service is delivered to both external customers and internal colleagues and teams. As the first point of contact for customers 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.

Although based at FSC Juniper Hall, the post holder will be required to manage bookings for a number of learning locations within the East region/group and so they may be on occasion be required to travel to visit those learning locations and accompany tutors on outdoor courses. This travel will be agreed in advance and is not frequent.

Key responsibilities:

- Provision of administrative support for the smooth running of the learning location and the wider region/group
- Handling enquiries, taking and processing course bookings, maintaining and updating the bookings database
- Liaising with Education, Catering and Hospitality staff to ensure relevant information is passed on and communicated from/to the customer
- Assisting the Regional Administrative & Customer Services Manager to streamline operating practices, recordkeeping systems and forms, and helping to implement changes as required
- Keeping accurate records of booking details and proficiently handling subsequent booking correspondence
- Maintaining and updating other records, spreadsheets and databases relating to all aspects of the learning location's work and that of the wider Region/Group
- Assisting with promoting the work and programmes of the learning location and the wider region/group to potential customers, stakeholders and partners
- Being the first point of contact for customers by telephone and on arrival at the learning location, in conjunction with other office staff
- Undertaking duties associated with petty cash handling, financial systems and record keeping
- Assisting with customer liaison to ensure that payments are made within agreed timescales
- Ensuring all telephone calls and emails coming in are handled in a professional and timely manner, and that any enquiries that cannot be dealt with are passed to a senior colleague as appropriate
- To manage our Individual and Family course bookings including liaising with tutors, managing the website and taking bookings
- Assisting with the further development of cloud based office systems
- Taking minutes of weekly staff meetings and other meetings, as necessary
- Undertaking other routine administrative tasks, e.g. filing, processing mail, in a timely manner
- Maintaining an up-to-date knowledge and understanding of all areas of work of the learning location and wider region/group in order to respond knowledgeably to enquiries from the public or members of learning location staff
- Following accurately the administrative procedures and systems and making recommendations as appropriate

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

Subject to meeting certain criteria, you may also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you may be required to undertake the relevant training upon commencement of the role

- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location and wider region/group

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: January 2019

PERSON SPECIFICATION

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| Post Title: ADMINISTRATOR | Learning Location: FSC JUNIPER HALL |
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| ESSENTIAL/DESIRABLE FACTORS FOR THE POST | E | D | How is this identified? |
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| 1. QUALIFICATIONS & EXPERIENCE | | | |
| Minimum of 5 GCSEs or equivalent, to include English & Maths, or appropriate vocational experience | ✓ | | Application |
| Experience working in an Administrative role | ✓ | | Application/Interview |
| Experience of interacting with customers, especially by telephone and email | ✓ | | Application/Interview |
| Experience of taking accurate notes of meetings | | ✓ | Application |
| Experience of working with cloud based administration systems | | ✓ | Application/Interview |
| Experience of using Customer Relationship Management (CRM) systems | | ✓ | Application/Interview |
| Word Processing / Typing Qualification | | ✓ | Application |
| Minimum of NVQ Level 2 in Business Administration or equivalent | | ✓ | Application |
| ICT Qualification | | ✓ | Application |
| Full valid Driving Licence | | ✓ | Application |
| Full D1 entitlement with minibus driving experience / certification | | ✓ | 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 |
| 3. SKILLS | | | |
| Excellent 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 8 - 11, actual salary is currently £18,483 – 19,726 per annum (this equates to an hourly rate of £8.89 - £9.48 per hour).

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, which will normally be worked over five days with a 30-minute unpaid lunch break each day. The working pattern will vary depending on business need; equating to a total of 2040 hours of work annualised over a full year. It is anticipated that the hours of work will normally fall between 08:30 and 18:00 on weekdays, however, there will be the requirement to work occasional Friday early evenings until 19:00 and Saturday mornings until 14:00 on a rota basis with other staff. The exact working pattern can be discussed at interview.

There is an expectation that the post holder will occasionally have to travel to other FSC learning 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. 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 Juniper Hall

Juniper Hall is set in a quiet wooded valley in an unspoilt area of the chalk North Downs. Juniper Hall, leased from the National Trust, is a superb country house dating from the 17th century. It is about 1km from Box Hill and only 40km from central London. Set in a dry valley at the foot of the Box Hill Estate, the centre runs geography, ecology and environmental studies courses for a diverse customer base including all Key Stages from primary through to A-level, as well as University and PGCE groups. There is also an extensive programme of natural history, art and craft courses for adults and families.

Accommodation for the guests is spread between Juniper Hall itself and Cedars, which is a more recent addition. The centre can accommodate up to 120 people in a mixture of bedrooms and dormitories.

Looking after our customers is of paramount importance and all staff play their part in ensuring we offer outstanding customer service. The management of the Centre is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience. There are approximately 30 staff at the Centre.

Juniper Hall lies halfway between the towns of Dorking and Leatherhead and being just 10 minutes from the M25 J9 has good transport links with London and the South East. Box Hill and Westhumble station is one mile away and has regular trains to London. There is a bus stop outside the centre with buses to Dorking and Kingston.

FSC East Region/Group

FSC East is a group of learning locations across the South East and Midlands. These include the residential Centres at Flatford Mill, Juniper Hall and Preston Montford. The non-residential sites include Amersham, Bishops Wood, Epping Forest and London. The learning locations are diverse, covering some stunning rural landscapes and some of the most interesting urban settlements in the UK.