

# Welcome to the Field Studies Council (FSC)



## Customer Relations Advisor, base negotiable

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 Relations Advisor** 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](http://www.field-studies-council.org))

### How to apply:

To apply for this position please download and complete in full the [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.

*Note: the application form may not be mobile or tablet compatible. The form should ideally be completed on a desktop or laptop ensuring it is saved as and re-attached to an email to send back to [recruitment@field-studies-council.org](mailto:recruitment@field-studies-council.org)*

**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.**

**The closing date for receipt of your completed application is 12 noon on Monday 25<sup>th</sup> January 2021**

Interviews will be scheduled to take place on the 1<sup>st</sup> and 2<sup>nd</sup> February 2021, with shortlisted applicants being contacted by email.

If you have any queries regarding this vacancy please contact Human Resources via [recruitment@field-studies-council.org](mailto:recruitment@field-studies-council.org).

We look forward to receiving your application in due course.

**Ian Wainwright**  
**Commercial Director**

# JOB DESCRIPTION

|                    |                                   |
|--------------------|-----------------------------------|
| <b>Job Title:</b>  | <b>Customer Relations Advisor</b> |
| <b>FSC Grade:</b>  | Team Member                       |
| <b>Location:</b>   | Base negotiable                   |
| <b>Reports to:</b> | Sales Team Leader                 |

## Overall Job Purpose:

Working as part of the central Sales & Marketing team, to effectively manage enquiries for group reservations for FSC centres, providing a high level of customer service to meet customers' needs. From initial enquiry to deposit payment, you will support customers with relevant and accurate information about our products and facilities and follow up to close sales.

## Key responsibilities:

- Effectively managing FSC centre bookings to ensure a strong relationship is built up with customers, to include:
  - Effectively managing communication with customers by email and telephone including timely follow-up to enquiries
  - Ensuring that all customer enquiry and reservation information is updated on the sales database
  - Efficiently managing workload through Outlook calendar, Sales database, and email inbox
  - Proactively providing accurate and timely information about groups and their bookings to centres and other departments as required
  - Being a point of contact for customers by telephone and email
  - Responding to all customer queries with accurate and timely information, liaising with colleagues in other departments where necessary
- 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
  - Meeting expected rebooking & customer service targets and proactively working towards hitting stretch targets
  - Identifying and overcoming re-booking barriers, recording relevant information in the sales database
  - 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 your customers and the centres they visit:
  - Building an understanding of who your customers are and what pressures they are under
  - Taking part in team building, centre visits and previews
  - Working closely with centre 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 centres/customers
- 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 your own targets and working towards the achievement of agreed objectives
- If based at an FSC Centre, occasionally supporting colleagues with front of house tasks and duty system cover (by arrangement).
- Undertaking any other duties that may be reasonably required to assist with other teams across the organisation and complying with all reasonable directions that may from time to time be given.

## General:

- Due to the occasional need to travel, it would be advantageous if the post holder is 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.

- 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 and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay).

### **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.

The FSC reserves the right to vary these duties, as per the needs of the business.

Date of issue: January 2021

## PERSON SPECIFICATION

| Post Title: <b>CUSTOMER RELATIONS ADVISOR</b>  | Location: <b>BASE NEGOTIABLE</b> |   |                         |
|--|----------------------------------|---|-------------------------|
| ESSENTIAL/DESIRABLE FACTORS FOR THE POST   | E                                | D | How is this identified? |
| <b>1. QUALIFICATIONS &amp; EXPERIENCE</b>  |                                  |   |                         |
| Minimum of five GCSEs or equivalent, to include English and Maths, or appropriate vocational experience                                    | ✓                                |   | Application             |
| Experience working in an administrative and/or customer service/sales role   | ✓                                |   | Application/Interview   |
| Experience of dealing with customers via telephone and email   | ✓                                |   | Application/Interview   |
| Experience of using Customer Relationship Management (CRM) systems and databases   | ✓                                |   | Application/Interview   |
| Previous experience of working with schools and groups or within other travel industry sectors   |                                  | ✓ | Application/Interview   |
| Experience in dealing with customer complaints as well as responding to customer feedback  |                                  | ✓ | Application/Interview   |
| NVQ level 2 in Business Administration or equivalent / higher  |                                  | ✓ | Application             |
| Full valid Driving Licence   |                                  | ✓ | Application             |
| <b>2. KNOWLEDGE</b>  |                                  |   |                         |
| Computer literate with experience of standard office software and technology, e.g. Word and Excel, databases, spreadsheets and outlook     | ✓                                |   | Application/Interview   |
| Have a clear idea of what exceptional customer service is and provide it on a daily basis  | ✓                                |   | Application/Interview   |
| <b>3. SKILLS</b>   |                                  |   |                         |
| Excellent oral and written communication skills, with the ability to communicate appropriately and effectively with others                 | ✓                                |   | Application/Interview   |
| Professional, confident and polite telephone manner  | ✓                                |   | Interview               |
| The ability to work unsupervised and as part of a team, adhering to strict deadlines and accepting responsibility for your own performance | ✓                                |   | Application/Interview   |
| Excellent accuracy and attention to detail in all aspects of work  | ✓                                |   | Application/Interview   |
| Strong personal organisation skills – ability and experience of effectively prioritising workloads and multi-tasking                       | ✓                                |   | Application/Interview   |
| Ability to focus and stay on taskworking within a large open plan office   | ✓                                |   | Application/Interview   |

## SUMMARY OF MAIN TERMS AND CONDITIONS

**Contract Term:** This is a permanent post.

**Remuneration:**

FSC Grade: Team Member. FSC Salary Grade: Scale Points 8 – 11

Currently £18,408 - £19,539 per annum based on 37.5 hours per week (pro-rata for part time hours)

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 a notional average of 37.5 hours per week with consideration given to part time hours or a potential job share. The hours of work may vary depending on business need; Weekend and evening may occasionally be required. 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 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 6 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](http://www.field-studies-council.org)