



Welcome to the Field Studies Council (FSC)

General Assistant (East) with FSC Epping Forest, Loughton, Essex

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 **General Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC, FSC Epping Forest & 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 complete in full and submit the online application form / download and complete in full the **NON-EDUCATION / BASIC 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 Wednesday 9 January 2019

Interviews will be held at FSC Epping Forest on Monday 14 January 2019

If you have any queries regarding this vacancy please call Helen Robertson on 020 8502 8500. We look forward to receiving your application in due course.

Simon Ward
Head of Group (East)

JOB DESCRIPTION

Job Title: General Assistant
FSC Grade: Team Member
Based at: FSC Epping Forest
Reports to: Head of Learning Location
There is no line management responsibility associated with this post

Overall Job purpose:

General Assistants work across all departments to ensure the smooth running of all aspects of the learning location whilst contributing to a friendly welcoming atmosphere.

This is essentially an active role and will require the post holder to be able to carry out duties across all departments, including some manual handling tasks.

Key Responsibilities:

- Assisting with administration tasks and office cover including use of computer systems and managing the reception desk.
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your Line Manager
- Routine and additional cleaning or preparation of the learning location for all users: including, corridors, public areas, staff areas, classrooms and toilet facilities
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and cupboards are organised and tidy
- Assisting with the internal and external repairs to fabric and fittings, ensuring that all tasks are carried out appropriately and to a suitable standard: some tasks may include day to day repairs, painting and decorating, general tidiness outside and inside of buildings and grounds
- Facilitate contractors that are onsite and ensure all paperwork is completed prior to the commencement of works.
- Carrying out routine Health and Safety monitoring checks and associated record keeping.
- Maintenance of the grounds, in line with any grounds maintenance and development plan: tasks may include waste disposal, general tidiness, upkeep of garden and estate areas, care and use of maintenance and estate equipment.
- Supporting the education team through the creation of resources, fixing of equipment and supporting in the field if required.

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)
- 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: December 2018

PERSON SPECIFICATION

Post Title: GENERAL ASSISTANT	Learning Location: FSC EPPING FOREST
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Previous Customer Service experience	✓		Application / Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Experience of grounds maintenance	✓		Application / Interview
Experience of working in a busy office environment		✓	Application/Interview
Experience in general interior and exterior maintenance work		✓	Application / Interview
Any 'trade skills', e.g. carpentry, plumbing, electrics (HND or similar)		✓	Application / Interview
Experience of working in residential and/or educational buildings, or similar extensive premises		✓	Application / Interview
First Aid qualification		✓	Application
2. KNOWLEDGE			
Ability to use standard office software and technology as appropriate to the role		✓	Application
Awareness and understanding of relevant Health and Safety issues		✓	Application / Interview
3. SKILLS			
Ability to focus and stay on task when working alone or as part of a team	✓		Application /Interview
Ability to effectively manage tasks on a day to day basis	✓		Application /Interview
Professional and articulate telephone manner	✓		Interview
Excellent communication skills, sensitive to the needs of others	✓		Application /Interview
Excellent attention to detail in all aspects of work	✓		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 5 - 7, currently salary is £16,613 - £17,284 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.

A uniform is provided by the FSC.

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. Evening, weekend and Bank Holiday working will be required. The post holder will be required to undertake evening and residential duties. 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 150,000 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 Epping Forest

FSC Epping Forest is situated in the heart of Epping Forest. A Site of Special Scientific Interest (SSSI), Epping Forest is nationally important for its wildlife. The forest is on the border of Greater London and has excellent transport links (Central Line for Underground Services into London and close to the M25 and M11). The Centre is managed by the Field Studies Council on behalf of the City of London Corporation, and was established to commemorate the European Year of Conservation in 1970.

The Centre specialises in connecting people of all ages with the natural environment by providing safe and enjoyable learning experiences in Epping Forest and the surrounding area. Through first hand investigations and discovery, the Centre aims to realise the FSC's mission to bring environmental understanding to all. It is a non-residential centre that provides courses for learners of all ages, from toddlers to pensioners.

In addition to its main work, providing fieldwork for schools groups, the Centre offers Eco activities (which include family courses, 'drop in' days and holiday activities for children), Leisure Learning courses for adults and a range of community and outreach activities in association with many partners.

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.