



Welcome to the Field Studies Council (FSC)

Individuals & Families (I&F) Sales & Course Coordinator with FSC Head Office

Imagine a job where you can use your environmental knowledge every day, helping to shape the minds of the new generation; a job where you work as part of a team in the great outdoors, inspiring others and developing passions for the future. Teaching with FSC gives you a role with both challenge and opportunity, and a chance to start young people on a journey of discovery that can last a lifetime. FSC are looking for people with a curiosity for the world around us, a passion for the natural history of the British Isles and an ability to enthuse and inspire others.

Included in this pack is the key information relating to our **I&F Sales & Course Coordinator** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Head Office (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 12 noon on Friday 1st February 2019

Interviews will be held at FSC Head Office, Preston Montford on Tuesday 12th February 2019

If you have any queries regarding this vacancy please call Human Resources on 01743 852138. We look forward to receiving your application in due course.

Michael Bolton
Director of Policy & Commercial Development

JOB DESCRIPTION

Job Title:	Individual & Families (I&F) Sales & Course Coordinator
FSC Grade:	Team Member
Based at:	FSC Head Office, with significant UK travel to FSC locations
Reports to	Head of Business Development & Insight This post holds no direct line management responsibility

Overall Job purpose:

The post-holder will take ownership of the FSC's Natural History and Arts courses with a view to improving the customer experience, generating more customers and supporting the development of new courses.

In addition, the post-holder will work with colleagues to improve the content and the delivery of the courses.

Although primarily office based, this is essentially a pro-active role which will require moderate physical effort, i.e. moving office files/equipment and intensive periods of time spent working on computer systems.

Key Responsibilities:

- Working as part of the Business Development and Insight function the post-holder will be responsible for monitoring and improving the content of FSC's Natural History/Arts/Wellbeing courses, and working with the marketing team to ensure that they are promoted appropriately. This will include:
 - Assessing whether a continually updated rolling online catalogue is preferable to an annual brochure approach - both from a customer point of view and from an efficiency viewpoint
 - Continually improving the booking process to meet the needs of customers
 - Coordinating and deconflicting the listings of courses, working with the learning locations and ensuring that the marketing team have course dates and FULL content available appropriately
 - Working with marketing to ensure that courses are updated and available to book on-line or through another system, and are promoted effectively to realise best return
 - Working with the sales team to ensure an efficient booking process is in place, that management information systems are updated and that analysis of course take-up is fed back to influence the range of future courses
- Providing additional administration and sales support to assist with the co-ordination and growth of the Young Darwin Scholarship programme
- Working in conjunction with Heads of Group and Learning Location staff to co-ordinate the administration and sales of 'specialist camps', e.g. Marine Camps, Geology Camps, etc, in order to grow these for the organisation
- Providing social media campaign support and answering queries from customers

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, Head Office and organisational 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 or assignments within the scope of the post as may reasonably be required by the Head of Business Development & Insight

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: November 2018

PERSON SPECIFICATION

Post Title: I&F SALES & COURSE COORDINATOR	Location: FSC HEAD OFFICE		
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 an Administrative role	✓		Application
Experience of interacting with customers, especially by telephone and email	✓		Application
Experience of using Customer Relationship Management (CRM) systems / databases	✓		Application/Interview
Experience of working with social media		✓	Application/Interview
Experience of copywriting and proof reading		✓	Application/Interview
Experience of working with cloud based administration systems		✓	Application/Interview
Marketing or related qualification		✓	Application
ICT qualification		✓	Application
Full valid driving licence		✓	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 work with and analyse data	✓		Application/Interview
Ability to determine the typical customer of products/services, why they are interested in them and how best to communicate with them	✓		Application/Interview
Knowledge of the Natural History of the UK		✓	Application/Interview
3. SKILLS			
Excellent communication skills, both orally and in writing	✓		Application/Interview
Excellent administrative and organisational skills	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview
Ability to work confidently in a group with a wide range of people as well as individually	✓		Application/Interview
Demonstrable personal time management and prioritisation skills with the ability to effectively meet deadlines	✓		Application/Interview
Ability to act on initiative; adopting a creative and proactive approach to all areas of work	✓		Application/Interview
Ability to focus and stay on task in a busy environment or when working alone, keeping connected with the Head Office and learning location teams as appropriate	✓		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 10 - 13, actual pro-rata salary is currently £7,550 - £8,616 per annum (the full time equivalent salary is £18,877 - £21,542 per annum).

The point of entry within the salary grade will be dependent upon skills, 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 16 hours per week, this will equate to a total of 832 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 may be required.

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. 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.

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 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.

For more information on the FSC please visit our website: www.field-studies-council.org