

# Welcome to the Field Studies Council (FSC)



## **Administrative Assistant with FSC Millport, Isle of Cumbrae**

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 **Administrative Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC, FSC North Region/Group and FSC Millport (also visit [www.field-studies-council.org](http://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](http://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](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. Previous Applicants need not apply.**

**Applications will be considered on arrival and interviews arranged as appropriate**

Shortlisted applicants will be contacted by telephone and/or email.

If you have any queries regarding this vacancy please call Alex MacFie/Tracy Price on 01475 531420. We look forward to receiving your application in due course.

**Alex MacFie**  
**Head of Centre**

## JOB DESCRIPTION

**Job Title:** Administrative Assistant  
**FSC Grade:** Team Member  
**Based at:** FSC Millport  
**Reports to:** Senior Administrator  
There is no line management responsibility associated with this post

### Overall Job Purpose:

To assist in 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 visiting, 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.

### Key responsibilities:

- Providing excellent customer care to residents and day visitors alike from our Reception
- Ensuring all telephone calls and emails coming into the learning location are handled in a professional and timely manner
- Ensuring all enquiries that cannot be dealt with are passed to a senior colleague as appropriate
- Assisting in the provision of administrative support for the smooth running of the learning location
- Preparing for and meeting groups on arrival to welcome and show in to rooms
- Assisting with handling enquiries, taking and processing course bookings and maintaining the FSC bookings database
- Keeping accurate records of booking details and proficiently handling subsequent booking correspondence
- Assisting with promoting the work of the learning location and its programmes to potential customers, stakeholders and partners, specifically the Leisure Learning Programme
- Assisting with customer liaison to ensure that payments are made within agreed timescales
- Assisting with banking procedures and payments of deposits and invoices
- Assisting with the monitoring of cash received and keeping accurate records
- Updating visitor lists for Centre teams and effectively communicating information about bookings to all relevant staff
- Organising transport requests and invoicing schools for transport during the course
- Dealing with lost property
- Undertaking other routine administrative tasks in a timely manner, e.g. filing
- Maintaining an up-to-date knowledge and understanding of all areas of the learning location's work in order to respond knowledgeably to enquiries from the public or members of learning location staff
- Following accurately the administrative procedures and systems and make recommendations as appropriate

### General:

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Taking an active role in the learning location's evening and residential duty system – this will involve staying on site on some evenings and overnight to deal with customer issues and respond to emergencies.
- 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: April 2019

## PERSON SPECIFICATION

<b>Post Title: ADMINISTRATIVE ASSISTANT</b>	<b>Learning Location: FSC MILLPORT</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Minimum of 5 GCSEs or equivalent, to include English, or appropriate vocational experience	✓		Application
Experience working in an Administrative role	✓		Application
Experience of working in a busy office environment	✓		Application/Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Minimum of NVQ Level 2 Business Administration or equivalent		✓	Application/Interview
ICT Qualification		✓	Application
<b>2. KNOWLEDGE</b>			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
<b>3. SKILLS</b>			
Highly organised with the ability to focus and stay on task in a busy office environment or when working alone	✓		Application/Interview
Excellent communication skills both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview
Excellent administrative skills	✓		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 4 – 7, actual pro-rata salary is £12,215 - £12,963 per annum (the full-time equivalent salary is £16,287 - £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. Workwear is provided by the FSC.

### **Hours of work:**

The post is based on a notional average of 30 hours per week, this will equate to a total of 1560 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 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. 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 being **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Applicants will therefore be required to disclose any convictions, cautions, reprimands or final warnings which are NOT protected as defined under the Act, and the successful candidate will also be required to undertake a **PVG Scheme check for regulated work with children** with Disclosure Scotland.

## 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)

## FSC North

**FSC North** is a group of 7 centres: Blencathra, Castle Head and Malham Tarn in the North of England, Kindrogan and Millport in Scotland and Derrygonnelly and Tollymore in Northern Ireland.

**Blencathra** is situated in the North of the Lake District with panoramic views of England's grandest National Park. Immediately to the north of the Centre is Skiddaw Forest which, along with the Centre Grounds and Greta Valley, provides a focus for much of the fieldwork undertaken. Blencathra is a diverse Centre having many taught and independent courses, as well as self-catering facilities for fully independent groups and holiday cottages. During their courses, students encounter our approach to 'green tourism'. It is a unique experience, enriched through an awareness of the special relationship between people and the environment. Blencathra welcomes over 9,000 visitors each year from schools, colleges, universities and other organisations.

**Castle Head** is situated in south Cumbria and lies between the fells of the Lake District National Park and the shores of Morecambe Bay. Castle Head delivers high quality residential and day field courses across all age ranges in adventurous activity, geography and, utilising a well-equipped laboratory, a variety of science courses. The Centre is set in 30 acres of grounds with a diversity of habitats including woodland, grassland and freshwater. Within the grounds there are also several high and low ropes courses, an obstacle course, a river for canoeing and rafting, a range of orienteering courses and other opportunities for team building and adventurous activities. Locally to the Centre we have access to a variety of habitats such as salt marsh as well as sites for rock climbing and sea level traversing. Further afield but still within 40 minutes' drive are habitats including sand dunes as well as sites for adventurous activities such as ghyll scrambling and mountain walking.

With over 150 beds, 5 workrooms, a meeting room to seat up to 120 and a sports hall the Centre can cater for most group needs and deliver a wide range of programmes in field studies, adventurous activity or even a combination of the two.

**Malham Tarn** has a deserved reputation for the delivery of high-quality field courses in geography and biology across the age range. The Centre is located in the South of the Yorkshire Dales National Park in an area of stunning limestone landscape. Malham Tarn is based around a Georgian fishing lodge situated on the northern shore of Malham Tarn and is surrounded by the 147-hectare Malham Tarn National Nature reserve, which along with the centre buildings is owned and managed by the National Trust. The centre itself has accommodation for 105 residents in rooms across three buildings, two thirds of which are en-suite, including one accessible bedroom. Teaching space includes four fully-equipped classrooms and one laboratory plus the National Trust's Orchid House facilities depending on availability. The Centre works with local schools, the Yorkshire Dales National Park Authority, the National Trust and Natural England in a range of partnerships.

**Derrygonnelly** is a residential and day centre offering courses to all ages in fieldwork and natural history. The centre lies in the unspoilt West Fermanagh countryside. The Sillees River runs through Centre grounds making this location perfect for accessing a range of field locations including the Donegal coast just 15 miles away. Derrygonnelly Field Centre is a purpose-built education facility with 3 classrooms and a range of habitats on the grounds. The centre is fully accessible to all users. Teaching is varied at Derrygonnelly; all tutors teach both Biology and Geography across a wide range of ages, from Key Stage 1 up to A-Level, IB and Leaving Certificate, Universities and Adult Leisure-learning groups.

**Kindrogan**, is set in wooded grounds on the banks of the river Ardlie in the picturesque Scottish Highlands. The Cairngorms National Park, the UK's largest National Park, twice the size of the Lake District National Park is within easy reach. Hosting some spectacular landscapes and the only sub-arctic habitats in Britain makes Kindrogan a wildlife hot spot. From our hide you can view Red Deer, Red Squirrel, Otter and Pine Martin. Although only 30 minutes from the A9 and 1.30 hours from Edinburgh and Glasgow, Kindrogan is set up over Moulin Moor away from main roads, rail and flight paths. It is the perfect place to experience the tranquillity of Scotland. Accommodation ranges from en suite dorms to single rooms with shared facilities with a mixture of bunks and single beds. Bedding & towels, full breakfast, Wi-Fi, tea & coffee are all included along with a homemade supper and a fully stocked bar. Classrooms and conference capability allow for meetings and corporate functions. Kindrogan provides an ideal base for individuals, families and large groups to begin their Highland explorations or can – with its classrooms and conference capability – allow for meetings and corporate functions. Kindrogan was partially closed on January 18, 2019 and 2 have been retained to make best use of the resource base in 2019. Consultations have been undertaken with other stakeholders (including

John Swinney Deputy First Minister) to establish how we can best deliver our charitable purpose and align ourselves with the ambitions of Scottish Government i.e. develop a Scottish strategy that ensures we are part of the Scottish Government's solution.

**Millport** is a new learning location for the Charity. Millport's Marine Station has a long history of outstanding teaching, learning and research of natural history which began in 1897. The centre is situated on the most accessible island in Scotland, on the beautiful west coast approximately an hour from Glasgow with excellent road, rail and air links. FSC Millport has state of the art purpose built new conference facilities and twin bedroom en-suite accommodation with sea views, 7 teaching spaces comprising classrooms and laboratories and a fully equipped research aquarium with fresh running sea water throughout the site. We operate an 11m research vessel which was purpose built in 2010 for the purpose of taking students out to explore the Clyde and beyond. We are within walking distance of two Sites of Special Scientific Interest including the most studied beach in Europe and we host the number one marine biological library onsite as well as our own museum and aquarium which is one of only 2 catch and release aquaria in the country. Food is homemade and sourced locally with all meat Quality Meat Scotland Assured and we cater to all dietary requirements to an outstanding standard. FSC Millport hosts visitors of all ages and backgrounds from nursery schools, primary and secondary schools, Universities, adult learners and research placements from all over the world.

**Tollymore** is where we deliver courses at the prestigious National Outdoor Centre. Tollymore Field Centre is amply situated on the edge of the Mourne Mountains, the boundary of a 630-hectare Forest Park and 10 minutes from the coast. The centre is purpose built for outdoor learning, with modern classrooms, comfortable accommodation and high-quality catering. All fieldwork equipment is provided, and our programmes are fully delivered by our tutors, allowing teachers to step back and help their students.