

Welcome to the Field Studies Council (FSC)



Casual General Assistant with FSC Nettlecombe Court, Taunton, Somerset

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 **Casual General Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Nettlecombe Court (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 [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.

Applications will be considered on arrival and interviews arranged as appropriate

If you have any queries regarding this vacancy please call Nick Laphorn on 01984 640320. We look forward to receiving your application in due course.

Nick Laphorn
Head of Centre

JOB DESCRIPTION

Job Title: Casual General Assistant
FSC Grade: Team Member
Based at: FSC Nettlecombe Court
Reports to: Hospitality & Catering Manager
There is no line management responsibility associated with this post

Overall Job purpose:

General Assistants work in the kitchen, service and housekeeping operations to help ensure the smooth running of all aspects of the learning location whilst contributing to a friendly welcoming atmosphere.

They will also work closely with the Maintenance works manager, who is responsible for:

- Overall maintenance and improvements to the fabric, fittings and systems of the Field Centre premises, grounds and plant
- Carrying out routine Health and Safety monitoring checks and associated record keeping

This is essentially an active role and will require the post holder to be able to carry out duties associated with kitchen, housekeeping and maintenance work, including manual handling e.g. carrying saucepans, trays of food/crockery, equipment and laundry, assisting with deliveries, making beds and operating vacuum cleaners and other equipment/machinery.

Key Responsibilities:

- Assisting with the preparation and service of breakfast, lunches and evening meals for up to 120 residential visitors and staff, and occasional meals for non-residential groups, in accordance with health and hygiene regulations
- Service and clearing in the dining area at meal times, cleaning the kitchen and operating the dishwasher
- Preparation of sandwich fillings and packed lunch materials
- 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 bedrooms, corridors, public areas, staff areas, classrooms, bathroom, shower and toilet facilities
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and laundry/house 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: tasks may include day to day repairs, carpentry, window glazing, plumbing, electrical works, painting and decorating, periodic inspection and testing of plant and equipment, general tidiness outside and inside of buildings and grounds
- Assisting with the 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
- General maintenance, cleaning and checking of learning location vehicles
- Undertaking a variety of miscellaneous tasks which could include serving in the shop/bar, or collecting or delivering people or materials in FSC vehicles

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: May 2019

PERSON SPECIFICATION

Post Title: CASUAL GENERAL ASSISTANT	Learning Location: FSC Nettlecombe Court
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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 in general interior and exterior maintenance work		✓	Application / Interview
Experience of grounds maintenance		✓	Application / Interview
Catering and / or hospitality experience		✓	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
Level 2 Food Safety Certificate or equivalent		✓	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
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

Agreement to Provide Occasional Services:

FSC can choose to offer you opportunities to provide occasional services as a Casual General Assistant, as and when they arise, which you can choose to accept or decline.

Hours of Work:

Due to the varying nature of our business pattern we are looking for a Casual General Assistant to work on an ad hoc basis during peak times, therefore hours and times of work will vary.

There is no obligation on either FSC to provide hours of duty, or if offered, for you to accept them.

Remuneration:

FSC Grade: Team Member

FSC Pay Grade: Scale Points 4 – 7. The rate of pay is currently £8.21 - £8.71 per hour worked.

The point of entry within the pay grade will be dependent upon qualifications and experience. Due to the casual nature of the agreement the post holder will be appointed to a fixed pay point within the grade.

Salaries are paid monthly in arrears by BACS transfer. The pay scale is reviewed annually.

Workwear is provided by the FSC.

Holiday Entitlement:

You are entitled to accrue paid annual holiday in accordance with current legislation.

Probationary Period:

This post has a one 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 Nettlecombe Court

Nettlecombe Court is one of the FSC's leading residential field centres and is approximately 3 miles from Williton. Situated on the edge of the Exmoor National Park, Nettlecombe Court has developed a deserved reputation for the delivery of high quality field courses in geography and biology. We have a strong commitment to working with local partners, including Exmoor National Park, Somerset Wildlife Trust and local schools, and, as an EcoCentre we strive to improve our environmental performance in our working environment.

For more information, please also visit: www.field-studies-council.org