



Welcome

Dear Applicant

Thank you for your enquiry regarding the position of Centre Assistant (there are two vacancies available for this role, one for 35 hours and one for 36.5 hours per week) with the Field Studies Council Orielton. These posts are offered on a live-in or live-out basis. Please find enclosed the following information:

1. Job Description and Person Specification, including a summary of the main terms and conditions for the posts.
2. Information about the FSC and Orielton.
(Please also visit: www.field-studies-council.org)
3. The FSC Application Form (if you need any help completing the application form, please contact the centre on the number below).

Completed forms should be returned for the attention of:

Jenny Clinch, Hospitality Manager, FSC Orielton, Pembroke, Pembrokeshire, SA17 5EZ

Alternatively you can email your application to enquiries.or@field-studies-council.org

If you require an acknowledgement of receipt of your application, please enclose a stamped, addressed envelope.

The closing date for receipt of your completed application form is **12 noon on Tuesday 28th February 2012.**

Interviews will be held at FSC Orielton on **Thursday 8th March 2012.** Shortlisted applicants will be contacted by telephone or email.

As a charity, we endeavour to keep our administrative costs to a minimum and therefore you will only be contacted if we wish to progress your application. If you have not heard from us within four weeks, you should assume that your application has been unsuccessful on this occasion, however, if this is the case, we sincerely thank you for your interest in our organisation and encourage you to apply for any future posts that may be advertised.

If you have any queries regarding this vacancy please call Jenny Clinch on 01646 623920. We look forward to receiving your application in due course.

Chris Millican
Head of Centre

JOB DESCRIPTION

Job Title: Centre Assistant
Based at: FSC Orielton
Reports to: Hospitality Manager
This post holds no line management responsibility

Overall Job purpose:

As a Centre Assistant you will assist in the catering and domestic operations for resident groups at the Centre. All members of staff contribute to a friendly welcoming atmosphere at the Centre providing a high standard of customer care.

The Core Values that we regard as essential for every member of staff include; a passion to deliver the highest standards of customer care, be honest and open, work safely, show pride in all aspects of their work, a flexible approach with a willingness to adapt to changes within the learning location and have a commitment to inspiring environmental understanding through first-hand experience.

This is essentially an active role and will require the job holder to be able to carry out duties associated with kitchen and housekeeping work including manual handling.

KEY RESPONSIBILITIES will include some or all of the following:

- Following all FSC procedures and complying with FSC's statutory and legal requirements relating to food hygiene, health and safety, COSHH and general conduct.
- Assisting with the preparation and service of breakfast, lunches and evening meals for up to 130 residential visitors and staff, and occasional meals for non-residential groups.
- General cleaning of the kitchen and service areas (including clearing and operating the dishwasher).
- Preparation of sandwich fillings and packed lunch materials
- Helping with the receiving of deliveries and ensuring they are checked and correctly stored on arrival
- Ensuring that tea/coffee making areas for visitors are kept clean and stocked
- Working as part of the Housekeeping team: to include preparation of visitor accommodation, bed making, cleaning bathrooms, showers, toilets and floors, and ensuring laundry is completed in a timely manner
- Manual handling tasks, e.g. carrying saucepans, food items and laundry, assisting with food deliveries, making beds, moving and operating vacuum cleaners
- May include participating in the Centre's duty team – this involves staying at the Centre on some evenings and overnight to deal with customer issues and, with the support of a Senior member of staff, respond to emergencies
- Maintaining a high standard of customer service
- Ensuring the highest standards of quality are achieved in all duties carried out
- Maintaining a high standard of personal hygiene & personal appearance in accordance with FSC policies
- Attending FSC internal and external training, and staff meetings as required
- Working closely with other Centre staff with regard to ensuring that appropriate levels of service are maintained during absences and periods of high workload
- Fulfilling your obligations under FSC's behaviour partnership
- Contributing to environmental performance through reducing waste and efficient use of cleaning products
- Undertaking any other duties related to the work of FSC as reasonably requested by the Hospitality Manager and/or Head of Centre to ensure the smooth and efficient running of the Centre

PERSON SPECIFICATION

Post Title: CENTRE ASSISTANT	Learning Location: ORIELTON		
ESSENTIAL/DESIRABLE FACTORS FOR THE POST			How is this identified?
1. QUALIFICATIONS	E	D	
Basic level Health & Hygiene certificate		✓	Application / Interview
Relevant catering qualification		✓	Application /Interview
2. EXPERIENCE, KNOWLEDGE, SKILLS & ABILITIES			
Previous catering and / or cleaning experience		✓	Application/Interview
Ability to effectively manage tasks on a day to day basis	✓		Application /Interview
Ability to deliver a high standard of customer care	✓		Application /Interview
Demonstrable personal time management and prioritisation skills	✓		Interview
Ability to communicate effectively with co-workers, line managers and customers	✓		Application /Interview
3. PERSONAL QUALITIES			
Passion to deliver the highest standards of service	✓		Interview
Ability to work using your own initiative, as a competent and effective team member, and independently	✓		Interview
Pleasant manner and flexible approach	✓		Interview
4. OTHER CIRCUMSTANCES			
First Aid qualification		✓	Application
Full Driving Licence		✓	Application

February 2012

Summary of Main Terms and Conditions

Contract Term:

Both posts will be on a temporary contract from March until the 9th November 2012.

Remuneration:

FSC Management Grade: Team Member.

One post is offered as a fixed salary point, identified as FSC scale point 3, actual salary £11,539 per annum based on 36.5 hours per week.

The other post is offered as a fixed salary point, identified as FSC scale point 3, actual salary £11,065 per annum based on 35 hours per week.

The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually in line with inflation.

If resident at the Centre a deduction of 11.3% is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement. Meals will only be provided during the course of your duties. Meals are not included on days off and holidays.

A Uniform is provided by the FSC.

Hours of work:

The normal hours of work are based on 35 or 36.5 hours per week, which will include evening and weekend working. Both posts include split shifts; the exact working pattern will 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.

Sickness:

During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with FSC's sickness absence policy. 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.

Pension:

The post-holder will be eligible to join FSC's Group Personal Pension Plan with Friends Provident.

Probationary Period:

This post has a three month probationary period, during which your suitability for the post will be assessed.

Post Classification:

Category B (or Category A, if resident) (as defined in the FSC Code of Conduct)

Level of CRB Disclosure Required:

Enhanced

Date of Issue: February 2012

The Field Studies Council

For over 60 years Field Studies Council (FSC) has been providing fieldwork and first-hand learning in the environment for people of all ages. We aim to provide 'inspiring environmental understanding through first-hand experience' to a growing number of learners with as few barriers as possible.

The Charity has an extensive network of established learning locations sited throughout the UK and an increasing number of outreach locations. We provide residential and non-residential field based courses supported by distance learning resources through our busy publications unit and on the Charity's website.

FSC's main area of activity is working with schools, providing Geography, Science and other courses to complement all stages of the Curriculum. University courses at all levels are also a major part of the Charity's work. In addition, FSC provides a wide range of special interest courses for adults ranging from painting and photography to the study of habitats and taxonomic groups and professional training courses for teachers and those involved in the environment. 'Eco-Adventures' (a mix of environmental and outdoor adventurous activities) and family activity holidays are also offered.

FSC believes in the benefits of working in partnerships and these exist at all levels from strategic to local. This includes all areas of our work and extends to a range of international partners as well as those based in the UK.

The Charity's values are about focusing on the needs of the learners; delivering safely what we say we will do; being committed to continuous improvement and having an FSC wide perspective. These are achievable because FSC staff 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 further information visit our website www.field-studies-council.org

FSC Orielton

FSC Orielton is located about 4 miles from Pembroke town on the edge of the Pembrokeshire Coast National Park.

The Centre runs geography, ecology and environmental studies courses for school students and undergraduates and some leisure and professional courses for adults and families. We have 110 beds, and each year we welcome over 3000 residential visitors.



The centre staffing structure includes the Head of Centre, Education Team Leader, Hospitality Manager, Senior Housekeeper, Cook, Bursar Admin and Maintenance staff, who cover all aspects of Centre operations.

If you would like to find out more information about FSC Orielton please visit:

www.field-studies-council.org/orielton/

APPLICATION FORM



Charity No: 313364/SCO39870

POST APPLIED FOR: _____

Surname: _____	First Name(s): _____
Title: _____	National Insurance No: _____
Contact Address: _____	

_____ Postcode: _____	
Telephone: Day: _____	Evening: _____
Mobile: _____	Email: _____

EMPLOYMENT HISTORY

Provide details here of your employment history starting with your current or most recent employer. You can include any voluntary or unpaid work that you may have done, that is relevant to the role you are applying for.

Employer's Name & Address	Dates From-To	Job Title / Brief description of duties	Rate of pay	Reason for leaving

(Continue on a separate sheet if necessary)

EDUCATION & QUALIFICATIONS

Name of Institution / School & Location	Qualifications	Dates From-To	Grade/Level achieved

(Continue on a separate sheet if necessary)

OTHER DETAILS

Note: ALL FSC posts are regulated by the Protection of Children Act and The Safeguarding Vulnerable Groups Act. As a result, FSC is registered with the Criminal Records Bureau (CRB) and requires **ALL** staff to undergo an Enhanced CRB Disclosure check.

Do you have a criminal record (including any spent convictions)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, are they offences which are permissible under the FSC Code of Conduct?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have a full, valid Driving Licence?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, when did you pass your test?	
Do you need a work permit to work in the UK?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Have you previously worked for the FSC?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, please give details	
If offered this position, would you continue to work in any other capacity?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, please give details	
Period of notice required to terminate your current employment?			
Where did you see this vacancy? (If on the Internet, please state which website)			

REFERENCES

Please give names, addresses and contact numbers of two people, from whom we may obtain work experience and character references, of which one must be your current or most recent employer. However, if this will be your first job you should provide details of two educational referees, one of whom must be from the educational establishment at which you are currently studying or last studied. The names and addresses of friends or relatives are not acceptable for this purpose. FSC may wish to obtain references prior to interview, if you would prefer that we did not approach your current employer, please indicate this below.

Referee One		Referee Two	
Name		Name	
Job Title		Job Title	
Address		Address	
Telephone		Telephone	
E-mail		E-mail	
In what capacity does your referee know you?		In what capacity does your referee know you?	
May we take up a reference from your current employer prior to the Interview?		Yes <input type="checkbox"/>	No <input type="checkbox"/>

DATA PROTECTION NOTIFICATION

The information you have provided in completing this application form will be used to process your application for employment. The FSC will keep the information you have supplied confidential and will not divulge it to third parties, except where required by law, or where we have retained the services of a third party representative to act on your/our behalf. If you are not appointed your information will be held securely, in accordance with FSC Policy on the Retention of Recruitment & Selection documentation, for a maximum period of six months.

DECLARATION

I have read and understood the above Data Protection notification and agree to the use of my personal data in accordance with the Data Protection Act 1998. I confirm that to the best of my knowledge the information given is true and correct and that any false or misleading information will give my employer the right to terminate any employment contract offered. I understand that if shortlisted I may be required to complete a confidential declaration of any criminal convictions, cautions, reprimands, final warnings and any other information that may have a bearing on my suitability for the post. I also confirm that I am legally entitled to work in the United Kingdom and if interviewed will produce such documents as may be requested in evidence.

Signed: _____

Dated: _____

GUIDANCE NOTES FOR APPLICANTS

Short-listing decisions will be made using the application form and this is your only opportunity to tell us about yourself, therefore, it is essential that you complete the form as fully as possible and enclose a covering letter demonstrating why you feel your skills and abilities make you suitable for this position.

Please note that a **Curriculum Vitae will only be accepted**, when accompanied by a fully completed application form. If you require this application form in a different format e.g. electronic, large print, etc, please contact the Human Resources Department on 01743 852116.

General points to be aware of and to remember:

- Please use the information provided in the job description/person specification to assess your suitability for the job.
- You will need to demonstrate that you have the skills, knowledge and experience necessary to do the job. It will not be sufficient to simply state that you fulfil certain criteria. Therefore, please provide supporting evidence, giving specific examples of how you meet the requirements of the post:

e.g. If the post requires supervisory experience it will not be enough to say that you have supervised staff without giving information as to what was involved and your specific responsibilities such as monitoring work performance, training and development, etc.

- When providing evidence/examples please remember that unpaid work or studies and work at home can be just as relevant as paid work.

PROCESS

After the closing date, all applications will be submitted to a short-listing panel.

- Short-listing is carefully undertaken by assessing the information provided on the application form and covering letter, against the requirements of the job.
- Interviews are normally conducted by a panel. This will usually include the immediate line manager of the post, a colleague who is familiar with the area of work and, where necessary, a third person, preferably from outside the department/team.
- It may be appropriate to use a selection test, relevant to the role, as part of the interview process. If you are short-listed, details of any test will be included in the letter inviting you to attend an interview.

OFFERS OF EMPLOYMENT

All offers of employment are made subject to the following criteria:

- References that are considered satisfactory to the FSC
- Satisfactory Criminal Records Bureau Check
- Proof of eligibility to work in the UK
- Satisfactory completion of a probationary period

ELIGIBILITY TO WORK

The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence to employ anyone who does not have permission to be in, or work in, the UK. We will therefore not appoint an individual until we have seen evidence that they are eligible to work in the UK.

PROTECTION OF CHILDREN ACT & THE SAFEGUARDING VULNERABLE GROUPS ACT

We take all practicable steps to safeguard the safety and welfare of children or vulnerable adults while they are in contact with the FSC and as such the activities of the FSC are regulated by the Protection of Children Act and The Safeguarding Vulnerable Groups Act. All employees are therefore required to undergo an Enhanced Disclosure check with the Criminal Records Bureau (CRB), prior to appointment and at regular intervals during employment with the FSC, as defined in its Code of Conduct. The level of post classification will be as detailed in the Vacancy Pack for the post. The FSC Code of Conduct can be viewed at www.field-studies-council.org/vacancies or you can request a copy.

FSC will not discriminate unfairly against applicants who have a criminal record and will not necessarily bar an applicant from employment due to an unspent conviction; the nature of the conviction and its relevance to the post will be considered. A copy of the FSC's Policy Statement on the Recruitment of Ex-Offenders can be viewed at www.field-studies-council.org/vacancies or you can request a copy.