

Welcome to the Field Studies Council

Administration and Customer Relations Team Leader with Field Studies Council 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 Field Studies Council 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 Field Studies Council, 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 **Administration and Customer Relations Team Leader** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- For Information about the Field Studies Council visit www.field-studies-council.org

The closing date for receipt of your completed application is 11 October 2024 11.59pm

We reserve the right to close the vacancy early if we're in receipt of sufficient applications. Please apply early to avoid disappointment.

Interviews are scheduled to take place at Field Studies Council Epping Forest in the week commencing 21 October 2024.

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Jo Vere on 020 8502 8500

We look forward to receiving your application.

Jo Vere
Day Centre Manager

Job Description

Job Title: Administration and Customer Relations Team Leader
Grade: Senior Team Leader
Based at: Field Studies Council Epping Forest
Reports to: Day Centre Manager

Job Purpose:

To effectively manage sales and administration of group bookings within the designated area(s) e.g. Day Education and projects, providing a high level of customer service to meet customers' needs to ensure the customer returns to Field Studies Council year on year.

Leading and managing the designated administration and customer relations team to ensure excellent and efficient administration, sales, marketing financial management, communication, and information flow for internal and external customers.

To manage relevant administration and booking systems, to provide critical support to the learning location teams in terms of communication with our customers, administering the invoicing and accounts system, and responding to enquiries from both staff and customers.

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:

- Meeting targets for re-bookings and income invoicing to maximise bookings across designated locations / areas of work to ensure optimal occupancy and efficient operations.
- Identify reasons for variance against revenue and project targets and agree sales action to take to respond to variance.
- Providing leadership, training and communication to administration and customer relations staff within the designated areas of work, and between the regions and Customer relations and Sales teams.
- Working with National and local Centre Management to ensure effective communication of systems as well as co-ordinating and monitoring delivery of administrative aspects of learning location team action plans.
- Working with Sales Team Leaders and Administration Managers to deploy administration/ customer service staff to match Field Studies Council priorities.
- Working with Sales Team Leaders and Administration Managers to co-ordinate administration/ customer service staff training, linked to organisational priorities.
- Working with Customer Relations Team Leaders and Administration Managers to lead the successful implementation and further development of the Cinolla Database system across the organisation including support and training where appropriate.
- Effectively line managing administration and customer relations staff in your designated area, providing clear direction, motivation, support, and feedback.
- Recruiting, inducting & developing administration staff in your designated area, including having an active role in their performance management and carrying out Personal Development Reviews (PDR's) in line with Field Studies Council procedures.
- Maintaining an up-to-date knowledge and understanding of all areas of Field Studies Council's work in order to respond knowledgeably to enquiries from the public or members of Field Studies Council staff.
- Ensuring that telephone, email and in-person enquiries are handled appropriately, and the highest standards of customer care are achieved.

- Being a first point of contact for customers and a role model for customer care.
- Having day to day management responsibility for bookings including initial response, follow up, processing bookings; inputting data onto the Field Studies Council database; ensuring the database is accurately maintained and information is communicated to customers and staff effectively.
- Responding to requests for further information for customer data and ensuring the Field Studies Council database is accurate and up to date.
- Liaising with customers before and during their visit to ensure that all customers are asked to re-book before departing the learning location to meet re-booking targets.
- Contributing to regional strategy and evaluating quality, sustainability and safety standards within the administration, customer relations and sales function.
- Managing the learning location office and its systems.
- Overseeing the co-ordination of arrangements for customer experiences at the learning location; including organising refreshments.
- Overseeing learning location administration expenditure budgets, procurement, and resources.
- Contributing to the organisation's national strategic policy, procurement and monitoring within the administration, sales, and customer service function.
- Contributing to the leadership of the learning location as a member of the learning location's Management Team.
- Working with the Field Studies Council Biodiversity Team and Location team to administer the annual Course Programme, including liaising with external tutors regarding course requirements and work with Marketing to provide promotional material for these courses.
- Assisting with the production of the learning location Annual action plan and undertaking associated reporting.
- Undertaking general office administration, as required
- Undertaking any other duties that may be reasonably required to assist with other teams across the region/group and nationally and complying with all reasonable directions that may from time to time be given.

General

- Complying with all relevant legislation / Field Studies Council Operating Codes of Practice (OCOPs) / Field Studies Council Health and Safety Handbook and Field Studies Council procedures.
- Being part of the learning location's on-call / duty team to deal with customer issues and respond to emergencies – this may involve staying on site on some evenings and weekends on a rota basis to deal with customer issues and respond to emergencies. As a key member of the senior on-call team you will also provide support for other duty staff.
- 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 Field Studies Council policies.
- Fulfilling your obligations under Field Studies Council's Behaviour Partnership to ensure a happy, productive working environment.
- Attending staff meetings as well as Field Studies Council 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 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 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 Field Studies Council'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.

The Field Studies Council reserves the right to vary these duties, as per the needs of the business.

Date of issue: September 2024

Person Specification

Job Title: Administration and Customer Relations Team Leader	Learning Location: Field Studies Council Epping Forest
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Essential/Desirable Factors for the Role	E	D	How is this identified?
1. Qualifications & Experience			
Minimum of 5 GCSEs or equivalent, to include English, or appropriate vocational experience	√		Application
5 years+ relevant experience of working in a senior administrative role, to include some experience of operating at a strategic level	√		Application/Interview
2 years+ experience of successfully managing staff to achieve high results	√		Application/Interview
Experience of delivering high quality customer service	√		Application/Interview
Minimum of NVQ level 2 in Business Administration or equivalent	√		Application
ICT Qualification		√	Application
Management Qualification		√	Application
Financial management experience, including budgeting and forecasting		√	Application/Interview
Full valid Driving Licence		√	Application
First aid qualification		√	Application
2. Knowledge			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	√		Application/Interview
Experience of using databases and financial systems	√		Application/Interview
Experience of using Customer databases or booking systems	√		Application/Interview
3. Skills			
Accuracy and attention to detail in all aspects of work	√		Application/Interview
Proven leadership abilities, with the ability to motivate your team to achieve high results and inspire others	√		Application/Interview
Excellent communication skills, both orally and in writing, with the ability to communicate effectively with a wide variety of audiences at all levels, including whilst working from a remote location	√		Application/Interview
Highly organised with the ability to focus and stay on task in a busy office environment or when working alone	√		Application/Interview

Summary of Main Terms and Conditions

Contract Term:

This is a permanent position.

Remuneration:

Grade: Senior Team Leader

Salary Grade: Scale Points 17 - 20, actual salary is £28,858- £32,385 per annum. This equates to an hourly rate of £14.80 - £16.61

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 Field Studies Council.

Hours of work:

The post is based on a notional average of 37.5 hours per week, this will equate to a total of 1950 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 you 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. The working pattern can be discussed with you at the interview.

There is an expectation that you will occasionally have to travel to other Field Studies Council locations or meeting venues within the UK. Where this is required, this would be agreed in advance and appropriate notice would be given.

Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equating to 28 days (excluding Bank Holidays) during a complete holiday year. Part time and seasonal workers, or anyone who joins part way through the year, will receive a pro-rata of the entitlement.

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 2 additional days paid leave (pro rata for part time and seasonal workers).

Pension:

You will be eligible to join one of Field Studies Council's Pension Schemes.

Sickness:

During periods of certified sickness, you will be eligible to receive sick pay in accordance with Field Studies Council's sickness absence procedures. The payment of sick pay is subject to compliance with Field Studies Council's rules for the notification and verification of sickness absence, details of which will be provided to you upon commencement of employment.

Additional Employee Benefits:

These include Life Assurance*, a Health Cash Plan with Westfield Health* and a 24hr Counselling Helpline Service (*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at Field Studies Council Head Office on 01743 852119.

Probationary Period:

This post has a six-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 A** (as defined in the Field Studies Council Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). You will therefore be required to disclose any convictions, cautions, reprimands, or final warnings which are NOT protected as defined under the Act, and to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS)