

## Welcome to the Field Studies Council

### **Cleaner with Field Studies Council Epping Forest, Loughton, Essex (IG10 4AF)**

**The working pattern for this position will be based on 3 hours per day, Monday to Friday. Ideally you will work between 16:00 and 19:00 each day however this can be flexible. We are also open to your hours being condensed during school holidays.**

This is 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 would like to join our successful Environmental Education Charity and believe you have what it takes to make a difference then we would love to hear from you.

Included in this pack is the key information relating to our **Cleaner** 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](http://www.field-studies-council.org)

#### **Applications will be considered on arrival.**

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 on a rolling basis

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**  
**Residential Centre Manager**

## Job Description

**Job Title:** Cleaner  
**Grade:** Team Member  
**Based at:** Field Studies Council Epping Forest  
**Reports to:** Day Centre Manager  
There is no line management responsibility associated with this post

### Job purpose:

Cleaners ensure that the learning location is clean and tidy for visitors at all times whilst contributing to a friendly welcoming atmosphere at the learning location.

This is an active role and will require the post holder to be able to carry out duties associated with cleaning, including manual handling & moving and operating vacuum cleaners.

### Key Responsibilities:

- Undertaking routine and special cleaning of the learning location for all users: including corridors; public areas; staff areas; classrooms; and toilet facilities
- Reporting room defects, damage or graffiti
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your line manager
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and cupboards are organised and tidy
- Undertaking a variety of miscellaneous tasks which could include assisting with general maintenance and painting around the learning location

### 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 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)
- 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: May 2025

## Person Specification

<b>Title:</b> Cleaner	<b>Learning Location:</b> Field Studies Council Epping Forest
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Essential/Desirable Factors for the Role	E	D	How is this identified?
<b>1. Qualifications &amp; Experience</b>			
Previous Customer Service experience	✓		Application / Interview
Previous cleaning experience		✓	Application / Interview
Hospitality experience		✓	Application/Interview
First Aid qualification		✓	Application
<b>2. Knowledge</b>			
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
<b>3. Skills</b>			
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

### Contract Term:

This is a permanent position.

### Remuneration:

Grade: Team Member

Salary Grade: Scale Points 4 - 7, actual salary is £9,524 - £10,106 per annum (the full time equivalent salary is £23,810 - £25,267 per annum). This equates to an hourly rate of £12.21 - £12.96

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 15 hours per week, this will equate to a total of 780 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 will be required. 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 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 C** (as defined in the Field Studies Council 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, you must still meet the acceptance criteria as defined in the Field Studies Council Code of Conduct.