

Welcome to the Field Studies Council

Maintenance Officer with Field Studies Council Nettlecombe Court, Williton, near Taunton, Somerset (TA4 4HT)

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 **Maintenance Officer** 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

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 Nettlecombe Court on a rolling basis

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Daniel House on 01984 640320

We look forward to receiving your application.

Daniel House
Residential Centre Manager

Job Description

Job Title:	Maintenance Officer
Grade:	Team Member
Based at:	Field Studies Council Nettlecombe Court
Reports to:	Residential Centre Manager
	This post holds no line management responsibility

Job Purpose:

The Maintenance Officer will be responsible for overall maintenance and improvements to the fabric, fittings and systems of the learning location buildings, grounds and plant.

This is essentially an active role and will require the post holder to be able to carry out duties associated with maintenance work, including manual handling tasks, e.g. moving and operating equipment and tools.

There is a requirement for accurate record keeping and administration of internal systems, so a good understanding of IT, e-mail and office documents is essential.

Key Responsibilities:

- Ensuring all internal and external repairs to fabric and fittings are carried out in a timely fashion using outside contractors where appropriate: this will include carpentry, window glazing, plumbing, electrical works, etc
- Maintaining, all internal systems relating to Health and Safety within the building including heating & hot water, alarm systems, sewage system, electronic door locks, portable electrical equipment, access equipment, personal protective equipment, etc
- Assisting with the production of the Maintenance Action Plan planning and implementing maintenance & development tasks in response to customer feedback and building surveys
- Undertaking routine inspection & monitoring work e.g. fire alarm & fire safety equipment checks, water testing water temperature and quality testing, ladder inspections, Quarterly Health & Safety returns
- Ensuring appropriate routine checks are carried out on any learning location vehicles and arranging MOTs, servicing and repairs as required
- Proactively identifying and carrying out work before issues arise, as well as working with all staff to respond to requests as they arise and assisting with practical tasks as required
- Assisting with the management of contractors for planned and reactive maintenance work to ensure quality, value for money and adherence to Health and Safety regulations
- Working with cleaning staff to ensure that the exterior of the building, including windows, is kept clean
- Maintaining internal decor to a suitable high standard, undertaking painting and decorating duties as required
- Setting up rooms with appropriate furniture and equipment as required by different customers
- Maintaining the buildings and grounds litter free and overseeing disposal of waste, recycling and composting
- Maintaining the grounds, using outside contractors where necessary, in line with the grounds development plan and ensuring the Health and Safety of all learning location users
- Undertaking any other duties that may be reasonably required to assist with other teams across the centre/region, and complying with all reasonable directions that may from time to time be given
- You may occasionally be required to travel and work at other nearby locations in the Region/group.

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

- Taking an active role in the learning location's duty system - this will involve staying on site on some evenings and overnight to deal with customer issues and, with the support of a Senior member of staff, 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 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)
- We have a number of vehicles which you may be required 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: March 2025

Person Specification

Job Title: Maintenance Officer		Learning Location: Field Studies Council Nettlecombe Court	
Essential/Desirable Factors	E	D	How is this identified?
1. Qualifications & Experience			
Experience in general interior and exterior maintenance work	✓•		Application / Interview
Experience of maintaining internal decoration, fixtures and fittings	✓•		Application / Interview
Experience of delivering quality workmanship	✓•		Application / Interview
Experience of the safe use and care of relevant machinery and equipment for indoor and outdoor maintenance tasks	✓•		Application / Interview
Full valid Driving Licence		✓•	Application
Any 'trade skills', e.g. carpentry, plumbing, electrics (HND or similar)		✓•	Application / Interview
5 GCSEs or similar		✓•	Application / Interview
Experience of grounds maintenance		✓•	Application / Interview
Experience of maintaining plant (e.g. heating systems, vehicles)		✓•	Application / Interview
Experience of working in residential and/or educational buildings, or similar extensive premises		✓•	Application / Interview
Experience of Health & Safety monitoring and record keeping		✓•	Application / Interview
Experience of liaising with (and supervising if necessary) external contractors		✓•	Application / Interview
First Aid qualification		✓•	Application
2. Knowledge			
Awareness and understanding of relevant Health and Safety issues	✓•		Application / Interview
Ability to use standard office software and technology as appropriate to the role, e.g. recording data and producing reports	✓•		Application
3. Skills			
Good practical problem-solving skills	✓•		Application /Interview
Ability to work using own initiative, as a competent and effective team member and stay on task when working alone	✓•		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 7 - 10, the actual salary is £20,213 - £21,451 per annum (the full-time equivalent salary is £25,267 - £26,814 per annum). This equates to an hourly rate of £12.96 - £13.75

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 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 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. You will be required to undertake evening and residential duties. The working pattern can be discussed with you at the interview.

There is an expectation that you may 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)