
Welcome to the Field Studies Council

Casual Hire a Canoe Assistant with Field Studies Council, Montford Bridge, Shrewsbury

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 **Casual Hire a Canoe Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- For information about Field Studies Council please 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 Preston Montford on a rolling basis

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please email Arran Holdsworth (Centre Manager) at a.holdsworth@field-studies-council.org

We look forward to receiving your application.

Arran Holdsworth
Residential Centre Manager

Job Description

Job Title:	Casual Hire a Canoe Assistant
Grade:	Team Member
Based at:	Montford Bridge Hire a Canoe site, Field Studies Council Preston Montford and the Quarry Park, Shrewsbury.
Reports to:	Hire a Canoe Team Leader There is no line management responsibility associated with this post

Job purpose:

Working under the direction of the Hire a Canoe Team Leader, you will undertake the day-to-day tasks required to hire out canoe equipment to the general public for river trips from one or more of our sites. This is a customer facing role that will require you to interact directly with our customers in a friendly, welcoming manner and to demonstrate the highest level of customer service and care at all times.

This is an active role that will require you to be able to carry out manual handling duties, e.g. moving/carrying equipment, canoes, kayaks, paddleboards and paddles, safely between the equipment store, trailer and the river, and back again.

Key Responsibilities:

- Ensuring the readiness and availability of equipment for our Hire a Canoe bookings and on-site hires, and that all equipment is accounted for and safely stored at the end of the day.
- Taking Hire a Canoe bookings from the general public and ensuring they are provided with the appropriate equipment, e.g. canoe, helmet and life jacket/vest.
- Providing all customers with a safety talk, demonstrating safety techniques and ensuring all aspects of H&S and booking conditions are adhered to.
- Accompanying and assisting customers/groups on trips as required, and responding to the needs of the group as appropriate.
- Taking cash and card payments from customers, reconciling against the number of hires made and keeping all takings secure until handed over to designated staff in line with agreed procedures.
- Resources / Equipment:
 - ensuring all equipment eg, canoes, kayaks & paddleboards plus any other equipment and H&S resources are clean and fit for use, removing any defective equipment from use immediately and reporting these to the Hire a Canoe Team Leader;
 - assisting with the maintenance of Hire a Canoe equipment to a safe and high standard in line with Paddle UK advised and customer expectations.
- Ensuring equipment stores, work sites and areas are kept safe, clean and tidy before, during and after use.
- Assisting with and contributing to various green initiatives, gardening and maintenance tasks at the work sites and areas of use, such as recycling & waste disposal, general tidiness, care and use of equipment.
- Assisting with practical tasks as required, which may include checking first aid kits and general maintenance, quality control and testing.
- Undertaking a variety of miscellaneous tasks which could include collecting or delivering people or materials in Field Studies Council vehicles and driving our minibus with trailer and equipment to and from associated sites.
- You will occasionally be required to travel and work at other nearby locations as specified.

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

- 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 will 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

Subject to meeting certain criteria, you will also be required to drive our minibuses and to tow canoe trailers. If you do not hold D1/C1 entitlement and have the appropriate driving experience/certification, you may be asked to undertake the relevant training.

- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location
- 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

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

Title: Casual Hire a Canoe Assistant	Location: Hire a Canoe site at Monford Bridge / Field Studies Council Preston Montford & Quarry Park, Shrewsbury
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Essential/Desirable Factors	E	D	How is this identified?
1. Qualifications & Experience			
Previous Customer Service experience	✓		Application/Interview
BCU / BSUPA qualification or training to include water rescue certification	✓		Application
Experience of interacting with customers and handling cash/card transactions	✓		Application
First Aid qualification	✓		Application
Full valid Driving Licence	✓		Application
Experience of grounds maintenance		✓	Application / Interview
Experience of Health & Safety monitoring and record keeping		✓	Application / Interview
Full D1 entitlement with minibus driving experience / certification		✓	Application
Full C1 entitlement with experience towing a canoe trailer		✓	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	✓		Application/Interview
3. Skills			
Ability to communicate effectively to a diverse range of customers	✓		Interview
Ability to focus and stay on task when working alone or as part of a team	✓		Application/Interview
Confident self-starter able to work accurately under pressure	✓		Interview
Excellent communication skills, sensitive to the needs of others	✓		Application/Interview

Summary of Main Terms and Conditions

Contract Term:

You will be engaged as a casual worker. Field Studies Council can choose to offer you opportunities to provide occasional services as a Casual Hire a Canoe 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 Hire a Canoe Assistant to work on an ad hoc 'as required' basis during peak times, therefore hours and times of work offered will vary.

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

Remuneration:

Grade: Team Member.

Salary Grade: Scale Point: 4 - 7, The rate of pay is currently £12.21 - £12.96 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 contract the post holder will be appointed to a fixed pay point within the grade.

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

Workwear is provided by the Field Studies Council.

Holiday Entitlement:

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

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.