

## Welcome to the Field Studies Council

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

#### **Accommodation available (on a chargeable basis)**

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 **Administrator** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the role
- For Information about the Field Studies Council visit [www.field-studies-council.org](http://www.field-studies-council.org)

**The closing date for receipt of your completed application is 11.59pm on 5<sup>th</sup> July 2026.**

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 6<sup>th</sup> July 2026.

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

<b>Job Title:</b>	<b>Administrator</b>
<b>Grade:</b>	Team Member
<b>Based at:</b>	Field Studies Council Epping Forest
<b>Reports to:</b>	Day Centre Manager
	There is no line management responsibility associated with this role

### Job Purpose:

To undertake all administrative duties; ensuring a proactive and professional administrative support service is delivered to both external customers and internal colleagues and teams. As the first point of contact for customers telephoning and emailing the learning location it is imperative that you deliver the highest level of customer service and care at all times.

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:

- Provision of administrative support for the smooth running of the learning location
- Handling enquiries, taking and processing course bookings, maintaining and updating the bookings database
- Assisting the Centre Manager to streamline operating practices, recordkeeping systems and forms, and helping to implement changes as required
- Keeping accurate records of booking details and proficiently handling subsequent booking correspondence
- Maintaining and updating other records, spreadsheets and databases relating to all aspects of the learning location's work
- Assisting with promoting the work of the learning location and its programmes to potential customers, stakeholders and partners
- Being the first point of contact for customers by telephone and on arrival at the Learning Location, in conjunction with other office staff
- Undertaking duties associated with petty cash handling, financial systems and record keeping
- Participating in the processing and distribution of mail (internal and external)
- Assisting with customer liaison to ensure that payments are made within agreed timescales
- Ensuring all telephone calls and emails coming into the learning location are handled in a professional and timely manner, and that any enquiries that cannot be dealt with are passed to a senior colleague as appropriate
- To manage our Individual and Family course bookings including liaising with tutors, managing the website and taking bookings
- Assisting with the further development of cloud based office systems
- Dealing with lost property
- Taking minutes of weekly staff meetings and other learning location meetings, as necessary
- Undertaking other routine administrative tasks, e.g. filing, in a timely manner
- Maintaining an up-to-date knowledge and understanding of all areas of the learning location's work in order to respond knowledgeably to enquiries from the public or members of learning location staff
- Following accurately the administrative procedures and systems and making recommendations as appropriate
- 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 will 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 may involve staying on site on some evenings deal with customer issues and 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)
- 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: April 2026

## Person Specification

**Title:**  
**Administrator**

**Learning Location:**  
**Field Studies Council Epping Forest**

Essential/Desirable Factors for the Role	E	D	How is this identified?
<b>1. Qualifications &amp; Experience</b>			
Minimum of 5 GCSEs or equivalent, to include English & Maths, or appropriate vocational experience	✓		Application
Experience working in an administrative role	✓		Application/Interview
Experience of interacting with customers, especially by telephone and email	✓		Application/Interview
Experience of taking accurate notes of meetings		✓	Application
Experience of working with cloud based administration systems		✓	Application/Interview
Experience of using Customer Relationship Management (CRM) systems		✓	Application/Interview
Word Processing / Typing Qualification		✓	Application
Minimum of NVQ Level 2 in Business Administration or equivalent		✓	Application
ICT Qualification		✓	Application
First aid qualification		✓	Application
<b>2. Knowledge</b>			
Proficient in the use of standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application/Interview
<b>3. Skills</b>			
Excellent administrative skills	✓		Application/Interview
Excellent accuracy and attention to detail in all aspects of work	✓		Application/Interview
Excellent communication skills, both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		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: Team Member

Salary Grade: Scale Points 7 - 10, actual salary is £26,302 - £27,912 per annum.

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.

It may be possible for accommodation to be provided. If resident, a deduction equivalent to 20% of the full-time equivalent salary is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement.

Workwear is provided by the Field Studies Council.

### **Hours of work:**

The role 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 will be required. You will be required to undertake evening duties. 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 the NEST Pension Scheme.

### **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 and Wellbeing Support App\* 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 role has a six-month probationary period, during which your suitability for the role will be assessed.

**Role Classification / Criminal Records Check Requirements:**

This role 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)