

Welcome to the Field Studies Council

Residential Centre Manager with Field Studies Council Blencathra, Threlkeld, near Keswick, Cumbria

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 **Residential Centre Manager** 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 11.59pm on 11 September 2024

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 Blencathra in the week commencing 23 September 2024

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Mike Etherington (Head of Education & Operations) on 07579 814272 or Andy Pratt (Director of Education & Operations) on 07791 498274

We look forward to receiving your application.

Mike Etherington
Head of Education & Operations

Job Description

Job Title:	Residential Centre Manager
Grade:	Senior Manager
Location:	Field Studies Council Blencathra
Reports to:	The regional Head of Education & Operations
Responsible for:	The day-to-day management and performance of the learning location

Job Purpose:

This highly visible customer facing role is pivotal to the successful delivery of the Field Studies Council's objectives. Working closely with the regional Head of Education & Operations the postholder is responsible for representing the ethos of the charity whilst ensuring the efficient and effective running of the residential learning location, in line with the Field Studies Council vision and mission statement. Business acumen that maximises income generation coupled with an attention to detail that maintains the quality of delivery while achieving economy of effort will be essential to achieving agreed margins. A willingness to accept significant delegated responsibility and the confidence to make timely decisions alongside a collaborative approach that utilises central support and expertise will be essential to success. This is an active role and will require the job holder to be able to carry out duties associated with all aspects of running a busy learning location.

Key Responsibilities:

- Overall responsibility for the day-to-day management of learning location staff, with a focus on customer care and customer relations
- Overall responsibility for the day-to-day residential and day operations of the learning location
- Actively growing the business, working with Sales and Business Development Teams to increase occupancy and margin
- Providing efficient booking systems and customer service, in order to meet customers' expectations to ensure re-booking targets are achieved
- Acting as Hiring Manager, working with the Recruitment Team to ensure staff are recruited as required by the business, providing local recruitment campaigns, social media presence, induction, training & review, and delivering on our commitments to be an Investor in People
- Ensuring that all users of the learning location have a high-quality experience, as evaluated through customer feedback and the Field Studies Council Quality Assessments
- Actively improving the learning location's environmental performance in line with the Carbon Net Zero and Nature Recovery Plan
- Ensuring the learning location always has an effective duty/on-call system available when visitors are resident or working on site. The on-call responsibility is typically shared by the Centre Manager and other senior staff. Duty is typically shared by a larger team on a weekly basis. Overnight residential duties may be required.
- Working with the regional Head of Education & Operations to further develop partnership work with local and regional partners, contributing to appropriate local & regional networks and communities
- Ensuring Field Studies Council Health & Safety systems are implemented for the learning location
- Budget setting for the location with the regional Head of Education & Operations to ensure that the agreed budgets are monitored closely to achieve agreed targets appropriate to the capacity of the learning location
- Working with the Field Studies Council Foundation Team to generate income for the learning location through bursaries and grants

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
- Proactively inspiring and 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: Due to the remote nature of the learning location, it is essential that you are able to drive. To drive Field Studies Council vehicles, 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 may also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you may be required to undertake the relevant training upon commencement of the role

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

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: August 2024

Person Specification

Title: Residential Centre Manager	Location: Field Studies Council Blencathra
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Essential/Desirable Factors For The Role	E	D	How is this identified?
1. Qualifications & Experience			
ILM 5/HNC/HND/NVQ Level 4 or Degree (or equivalent) in a related subject, or be willing to work towards	✓		Application
3+ years' experience of successfully managing staff to achieve high results	✓		Application
Experience of managing a range of operating services	✓		Application/Interview
Experience of leading customer focused service delivery	✓		Application/Interview
Previous experience working in a leisure, hospitality, education environment, and/or residential centre	✓		Application/Interview
Business management and budget management experience	✓		Application/Interview
Full valid Driving Licence	✓		Application
Experience of buildings & grounds / estate management		✓	Application
Management Qualification		✓	Application
2. Knowledge			
Ability to use standard office software and technology e.g. word processing, databases, spreadsheets and outlook	✓		Application
3. Skills			
Ability to communicate effectively to a diverse range of audiences including customers & partners	✓		Interview
Committed and proactive approach to personal development, motivated to learn new skills and seek new challenges, and to motivate others to do the same	✓		Interview
Demonstrable time management and prioritisation skills	✓		Interview
Confident self-starter able to work accurately under pressure	✓		Interview
Commitment to learning in the outdoor environment	✓		Application/Interview

Summary of Main Terms and Conditions

Contract Term:

This is a permanent position.

Remuneration:

Grade: Senior Manager

Salary Grade: Scale Points 24 - 28, actual salary is £38,618 - £46,054 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.

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, however for a post of this nature you will be expected to devote such time as is necessary for the proper carrying out of your duties.

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 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 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 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)