



**WORKING
WITH US
APPLICATION
PACK**

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Welcome from Martin Coles, CEO



Thank you for your interest in working with us. This is a special and unique charity with a distinctive vision, talented staff and a huge number of passionate volunteers. Our beneficiaries (i.e. our cadets and seafarers) are at the heart of what we do and we are proud that we help so many young people and seafarers to seize a better future.

This is an exciting time for MSSC. We have a clear vision and strategy driving us forward. We're ambitious in our plans to maximise our impact and we will continue to evolve as a charity to make sure we achieve our goals.

Our values play a key part in determining our ways of working. We want employees who are passionate about what we do, who understand why we're here and recognise the significant impact we can have on our cadets and seafarers lives. We want employees who are driven to succeed and who want to work in line with our values to change lives.

I hope after reading through this application you'll see what an incredible charity MSSC is and you will be inspired to apply.

We look forward to receiving your application pack and hopefully welcoming you into our charity in the future.

Kind regards
Martin Coles, CEO

What we do and our impact

We are a charity that helps launch young people for life today whatever they want to do after school and helps seafarers to keep learning all their lives.

Our vision is to be the leading maritime charity for youth development and lifelong learning.

Specifically for Sea Cadets the charity works across the country to give youngsters some balance in their life. With 160 years experience, we're helping teenagers from all backgrounds, every week via a network of 9,000 volunteers through 400 units, some in the hardest hit regions of Britain, to launch well for life. Our close links with the Royal Navy, their traditions and ethos inform much of the nautical activity.

The charity helps them cope better, enjoy what life brings and encourage new ways of thinking and acting. Through a range of different adventures on land and on the water the charity offers a chance to learn from one another, build skills, resilience and self-belief through adventure, discipline and developing a sense of family and purpose often lacking in their home lives.

The Marine Society has a long history of supporting the maritime sector and is one of the country's oldest charities – established in 1756. It supports all seafarers through distance learning programmes, making study available via distance learning which can enhance their careers and personal development. It offers a range of

scholarships to support that self-improvement. The charity also provides libraries to ships and installations, supporting crew well being and professional development through a variety of titles.



Our values

We are driven by what we do and the impact we have. We are proud of our work, approaching it with positivity, energy and enthusiasm as we lay the foundations for more inspiring futures.

Our shared values and ways of working are summarised below and will guide us as we work together to achieve our goals for those we support.

RESPECT

We are professional, courteous and considerate.

LOYALTY

We put the charity first and all work together to achieve our shared goals for seafarers and cadets.

SELF-DISCIPLINE

We are planned and structured in our work and we take responsibility.

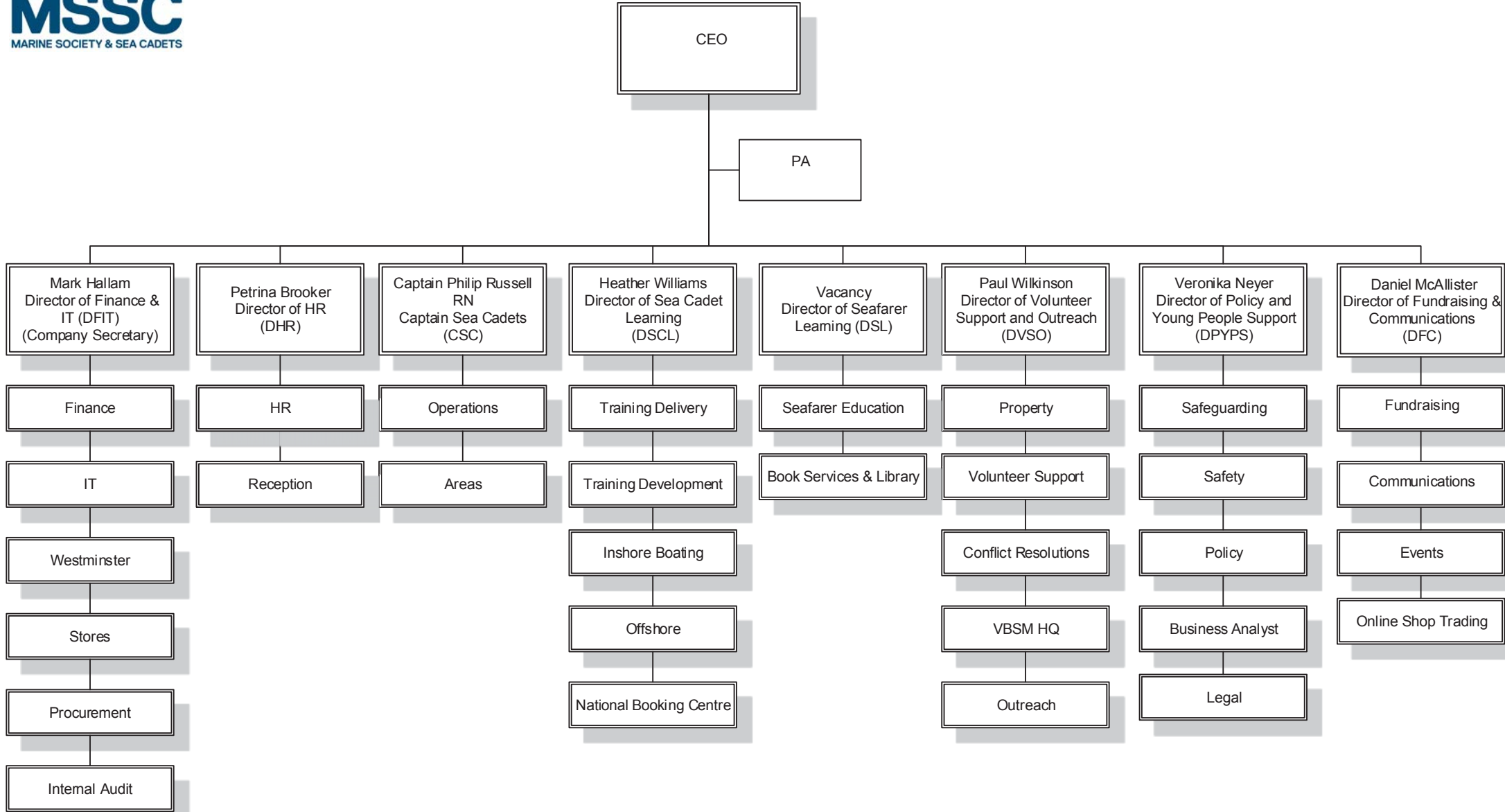
COMMITMENT

We are positive and go the extra mile to deliver our objectives.

HONESTY & INTEGRITY

We are open and honest, and we treat each other fairly.





Job description

Job title:	Receptionist/HR Administrator
Line Manager:	Senior HR Advisor
Location:	MSSC HQ London, SE1 7JW
Contract:	Fixed term contract, full time till mid December 2020
Salary:	£22,000 per annum pro rata

CONTEXT

The Marine Society & Sea Cadets (MSSC) is a vibrant and growing charity delivering life changing nautical adventure for young people through the Sea Cadets to give them the best possible head start in life. We also provide personal and professional development opportunities for seafarers with the Marine Society. Working with our staff, cadets and volunteers, we have built a vision and five-year strategy to take us forward and further improve the astounding contribution already made through our work to the lives of thousands of young people and seafarers, while fully supporting our volunteers who are vital to our success.

OUR VISION

To be the leading maritime charity for youth development and lifelong learning.

FOR THE MARINE SOCIETY IN PARTICULAR

To give the best possible lifelong learning opportunities to seafarers tailored to their individual needs.

FOR SEA CADETS IN PARTICULAR

To give young people the best possible head start in life through nautical adventure and fun.

OUR VALUES

Respect, Loyalty, Self-Discipline, Commitment, Honesty & Integrity

ROLE DETAIL

The Receptionist/HR Administrator is a part time employee of The Marine Society & Sea Cadets (MSSC) and is a member of the Directorate of Human Resources, based at Headquarters.

PURPOSE OF ROLE

The main purpose of the Receptionist/HR Administrator is to provide excellent customer service to visitors to the MSSC HQ in London while responding to telephone and email enquiries. In addition to these responsibilities this role also plays an important role in providing administrative support to the HR team

KEY RESPONSIBILITIES

The following is a list of the key responsibilities of the Receptionist/ HR Administrator but it is not exhaustive.

- a. To greet and welcome all visitors to MSSC HQ
- b. To operate the telephone switchboard, receiving incoming calls, dealing with routine inquiries and referring to the appropriate individual.
- c. To monitor the switchboard answer machine and deal with all messages as appropriate.
- d. To follow the correct process for calls to the Sea Cadets emergency line, directing the call as appropriate.

Job description

- e. To manage and respond to email enquiries including recruitment correspondence, forwarding any other enquiries to the appropriate department.
- f. To undertake HR administration relating to recruitment, joiners and leavers as well as other ad hoc HR administration tasks.
- g. To act as chief fire marshal for the building in the event of an emergency evacuation of MSSC HQ.
- h. To manage the meeting booking rooms at MSSC HQ.
- i. To manage overnight bookings and process invoices for MSSC's Gatehouse accommodation.
- j. To sort and distribute incoming post, ensure that the post is collected on a daily basis, and top up the franking machine as required.
- k. To liaise with courier companies to accept packages and arrange collections on behalf of MSSC employees as required.
- l. To order household supplies as required.
- m. To undertake other administration tasks and general duties as required from time to time.

OTHER DUTIES

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that level.

As part of the initial induction in order to get to know the Sea Cadets, the post holder will be encouraged to assist as a volunteer with evening activities within a local unit (details to be agreed) for a period of one month within the first year of employment.

All employees are expected to take responsibility and comply with the MSSC's policies, procedures and training requirements, particularly in relation to safeguarding, health and safety, data protection and quality, diversity and inclusion. All employees must be familiar with and comply with all aspects MSSC policies.

OUR COMMITMENT

We recognise our responsibilities to safeguard and protect the young people and vulnerable adults with whom we work. We do all we can to promote their health, safety and wellbeing, and we ask our staff to share this commitment and work in line with our values and ethos of inclusivity. We adhere to safer recruitment practices and therefore employment is subject to detailed pre-employment checks for successful candidates, including references and DBS checks and attendance at relevant safeguarding training.

Person specification

Receptionist/HR Administrator

Essential	Desirable
Proven experience of	
Experience of working in a front of house reception role.	Experience of working for a charity and dealing with enquiries from volunteers.
Sound IT proficiency, including Microsoft Word, Excel and outlook and experience of using in-house databases.	Experience of HR administration.
Experience of working in a customer-facing role, with a good understanding of good customer service.	
Experience of dealing with a high volume of telephone and email enquiries.	
Experience of general office administration.	
Experience of working on own initiative with limited supervision.	
Experience of working in a busy environment and prioritising competing demands.	
Excellent communication skills, both written and spoken .	
Skills, knowledge and abilities	
Ability to communicate clearly and effectively by telephone and in person	
Ability to work unsupervised and take responsibility	
Ability to perform accurately under pressure, meet deadlines and make decisions	
Excellent organisational skills	
Adaptable and flexible in approach to work	
Attention to detail	
Ability to build rapport with colleagues, contacts and visitors	
Personal characteristics	
Customer focussed	
Adaptable to change	

Person specification

Dynamic and enthusiastic
Approachable
Tactful, discreet and diplomatic
Flexible
Reliable
Integrity

Employment details

Location:	MSSC HQ, London, SE1 7JW
Salary:	£22,000 per annum pro rata
Contract:	Fixed term contract, full time till mid-December 2020.
Hours of Work:	Core working hours will be 8.45am and 5:00pm, Monday to Friday, with one hour for lunch, unpaid. Any other such occasional hours as the role demands.
Probationary period:	Three months
Notice:	One month after probation
Notice During Probationary Period:	Two weeks during probation
Other:	We value our employees are committed to providing relevant training opportunities where possible. We also offer flexible working and time off in lieu if you are required to work an evening or weekend.

Benefits

MSSC values our employees and offers a range of benefits.

PENSION SCHEME

All eligible employees are able to join our generous salary sacrifice pension scheme with Aviva. This plan allows employees to contribute a minimum of 3% of their salary. If employees contribute at this rate, MSSC will contribute 5%. However, if employees increase their contribution to 5%, MSSC will contribute 10%.

LIFE INSURANCE

All employees enrolled in the Pension Scheme will automatically be enrolled in MSSC's Life Insurance scheme, which pays out a lump sum of four times employee's salary if required.

PRIVATE MEDICAL INSURANCE

All employees outside of their probationary period are eligible to join MSSC's Health Insurance scheme with AXA PPP (formerly Simplyhealth). Employees can also add members of your family (spouse, partner, children) to the scheme at a competitive rate.

EMPLOYEE ASSISTANCE PROGRAMME

MSSC provides a programme offered by Health Assured to help support employee's personal wellbeing. This offers a free confidential telephone counselling service, which is available 24 hours per day, 365 days a year. MSSC also has a wellbeing portal to support employees.

SEASON TICKET LOANS

All permanent employees outside of probation or those on a contract of at least one year can apply for an interest free loan for an annual season ticket. This is deducted from the employee's monthly payroll spread across the year.

EYE CARE

For employees who regularly use a computer monitor or any other form of Display Screen Equipment, MSSC contributions towards eye tests and glasses.

SUZUKI AFFINITY SCHEME

Thanks to MSSC's partnership with Suzuki, employees and their direct families have the opportunity to purchase a Suzuki car at preferential prices.

MOBILE AND CONTRACT DISCOUNTS

MSSC has partnered with EE to provide employees with great discounts on Pay Monthly, Pay As You Go and Mobile Broadband with EE



How to apply

Thank you for your interest in working for Marine Society and Sea Cadets.

If you would like to apply, please send us the below documents.

1. Mandatory - CV and a Supporting Statement of no more than 2 sides. This should include your motivation for applying, why you believe you are a strong candidate for the post; your current/last salary; your notice period (if applicable); any of the recruitment dates you are unable to make.
2. Optional - a completed equal opportunities form available on our website.

We will sadly be unable to consider your application if you do not send in a CV and a supporting statement.

Please email your application to recruitment@ms-sc.org. Alternatively, please print out and post your completed application to **HR, The Marine Society and Sea Cadets, 202 Lambeth Road, London SE1 7JW.**

For an informal discussion about the role, please contact recruitment@ms-sc.org

Deadline for applications: 9am, 27 August 2019

Interviews will be conducted while the role is being advertised so please send in your CV and covering letter at your earliest convenience.