



**WORKING
WITH US
APPLICATION
PACK**

Contents

Message from Martin Coles, our CEO

What we do and our impact

Our values

Our structure

About the job – job description

About the role – person specification

Employment details

Benefits

How to apply

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.

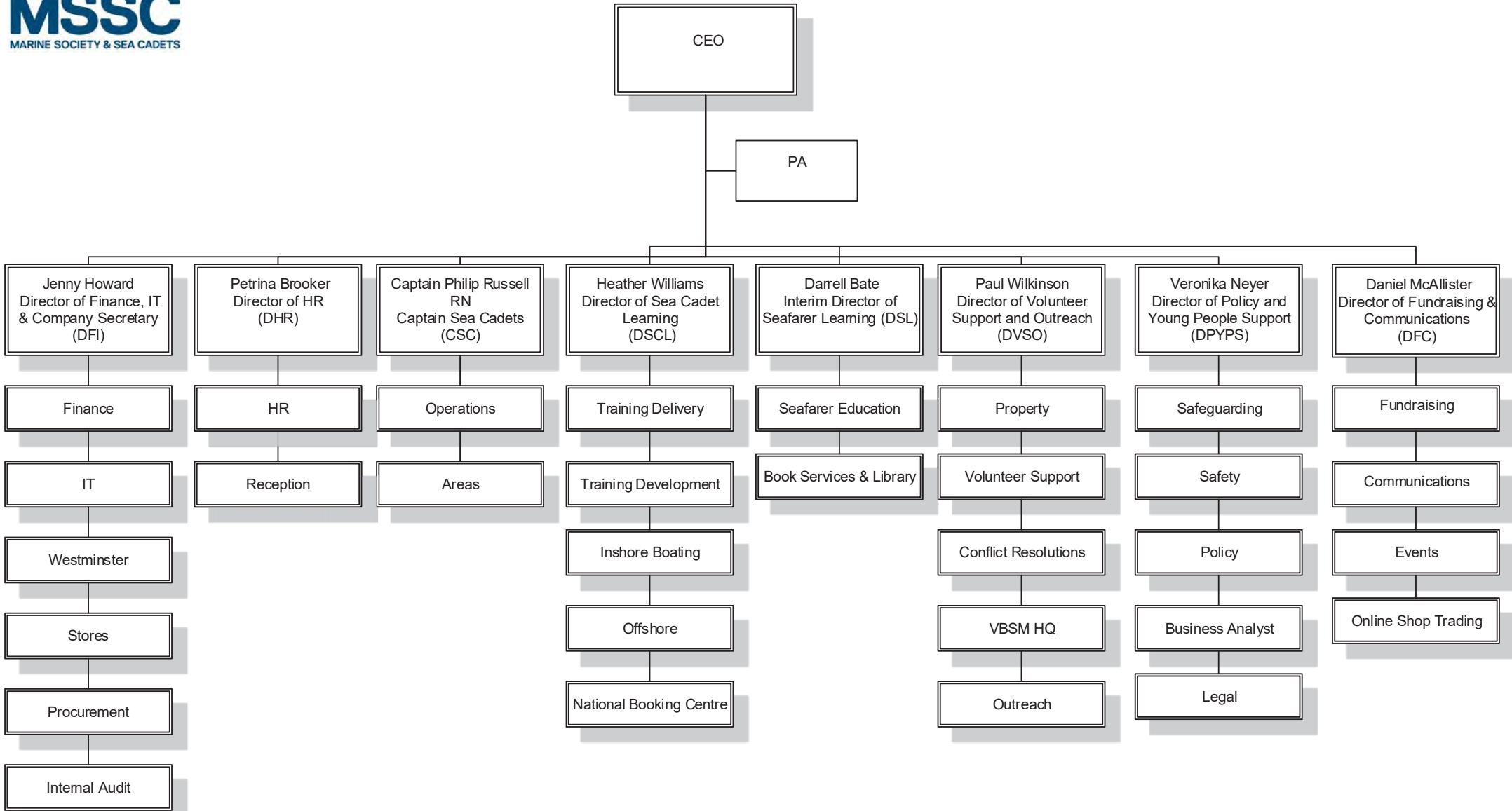
COMMITMENT

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: Onshore Coordinator (National Booking Centre)
Line Manager: National Booking Centre Manager
Location: Fort Blockhouse, Gosport PO12 2AB. (Temp Home Working)
Contract: Full Time, Permanent

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.

Over the next five years we are keen to build on our success and significant maritime heritage. 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 VALUES

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

ROLE DETAIL

The Onshore Coordinator is an employee of the MSSC (Marine Society & Sea Cadets) and is primarily based at Fort Blockhouse in Gosport. Face to Face training will be required for the post holder within probationary period. Thereafter, there will be occasions to work from home. Occasional travel to other offices, facilities and units of the MSSC and Sea Cadet Corps (SCC) may be required of the post holder.

Due to the nature of the work, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and the post holder will be required to undergo an enhanced Disclosure and Barring Service (DBS) check.

PURPOSE OF ROLE

The responsibilities of the post include receiving applications for courses, processing reservations and course fees utilising a computer based system. Other activities involve dealing with telephone queries, receiving and processing course payments, with additional responsibilities.

ACCOUNTABILITY

The Onshore Coordinator is accountable to the National Booking Centre Manager.

AUTHORITY

The Onshore Coordinator is authorised to liaise with internal and external agencies in order following to discharge his/her tasks.

Job description

KEY RESPONSIBILITIES

The following is a list of the key responsibilities of the Onshore Coordinator, but it is not exhaustive:

- a. To process applications on Westminster and take enquiries regarding national and area courses; liaising with Units/Parents as necessary
- b. To update changes on Westminster to ensure consistency and accuracy based on Onshore Coordinators research and National Booking Centre Manager (NBCM) approval-
- c. To process/record and balance on Westminster monies/fees in association with Onshore bookings
- d. To carry out quality control checks on all National and Area Onshore Courses reporting any changes required to NBCM.
- e. Working within the NBC team to develop our online Area/National Bookings and Payment Processes
- f. To assist the NBCM with the audit of processes/accounts and bursaries
- g. Dealing with incoming telephone enquiries and processing onshore/offshore payments as required working alongside new systems being developed and put in place.
- h. To process refunds and bursaries for onshore bookings and record
- i. To process correspondence/emails relating to onshore bookings.
- j. Produce statistical reports when requested
- k. Assist with opening and distribution of incoming and outgoing mail
- l. An understanding of other NBC Team Members job roles, and in time being competent to cover these when required.

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

Job description

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.

Signed: _____ Date: _____
Postholder Print Name

Signed: _____ Date: _____
National Booking Centre Manager Print Name

Person specification

NBC Onshore Coordinator

Essential	Desirable
Experience/work-based knowledge and qualifications	
Good general level of formal education (including English and Maths GCSE or equivalent)	IT qualifications (eg ECDL, Microsoft Office Certification or similar)
Sound experience of office administration, including maintenance of records and filing systems	Experience of booking courses or a similar commodity using IT
Sound IT proficiency and experience of using Microsoft Office tools such as Outlook, Excel and Word	Experience working within the charitable, voluntary or not for profit sector
Practical experience of database input, maintenance and manipulation	Experience of working in a youth organisation and an understanding of safeguarding (child protection) issues
Experience of working in a customer facing role, including handling a wide range of enquiries by telephone and email	Experience in automated systems'
Core Competencies	
Excellent communication and interpersonal skills (written and verbal). With the ability to both present information in a manner appropriate to the audience and formulate clear and concise written and verbal representations	
Able to work unsupervised and as part of a team	
Ability to perform accurately under pressure, meet deadlines, and make decisions	
Computer literacy – good knowledge of Microsoft Word, Excel, email, internet and experience of input to in-house databases together with use of web-based information systems (e.g. Westminster).	
Excellent organisational skills	
Adaptable and flexible in approach to work	
Application to detail & presentation	
Ability to create innovative solutions	
Ability to make decisions autonomously and take responsibility where appropriate	

Personal Characteristics
Inspiring, enthusiastic, must enjoy working with people and be customer focused
Dynamic, proactive and results orientated
Organised
A team player with a positive, solution-focused approach.
Energetic and enthusiastic

Person specification

Flexible and reliable
Discretion and an ability to keep sensitive information confidential
Other
Satisfactory DBS (or equivalent) check

Employment details

Location:	Fort Blockhouse, Gosport, PO12 2AB
Salary:	£17,000 per annum + Benefits
Contract:	Full time, Permanent
Hours of Work:	Core working hours will be Monday to Friday 9:00am and 5:00pm with one hour for lunch, unpaid. Any other such occasional hours as the role demands.
Probationary period:	Three months
Notice:	One Month
Notice During Probationary Period:	Two Weeks.
Annual Leave:	25 working days pro rata of paid holiday per annum, plus public and bank holidays observed in England and Wales, increasing to 27 days after two years' service.
Other:	We value our employees and are committed to providing relevant training opportunities where possible.
Flexible Working	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

