

Thu 08/05/2025 08:31

Dear Colleagues,

### **New Digital Reception for Enquiries**

Next week we are introducing a digital reception as a first point of contact for customers when they call into the main enquiries line. The benefit for customers is they will be directed to the team that they require first time, and minimises the need for call transfers. Customers will be able to choose from a menu as follows:

1. Education group bookings and venue hire
2. Biodiversity (training for individuals and organisations, online and in person).
3. HR (recruitment, payroll and general HR questions)
4. Finance (for payments and queries about invoices owed)
5. Anything else

In essence, customers will self serve. If customers are not sure about which option to pick, they will still come to the Sales team if they pick option 5 and we will redirect the call as now. Thank you to Phil Clarke in Digital for guiding the team through the techy bits.

### **Recent Fundraising Campaigns: the results are in.**

- Sam Thurston's London Marathan success raised £2,376,37 with Gift Aid.
- Our Big Give Green Match Fund raised £4,030 in donations during the campaign week, which will be doubled to £8,060 thanks to match funding from The Big Give Trust. Add on Gift Aid, and that's a total of £8,931.25 to support our disadvantaged learners.
- David's Big Walk - Fundraising Officer David went on a big adventure on a small island on Monday, walking 40 miles in one day to celebrate his upcoming 40th birthday. With our Millport centre as a base, he walked 4 laps of the Isle of Cumbrae, logging over 77,000 steps and raising £805 for our Grants for Schools programme.

Thank you to everyone who took part or publicised these fundraisers.

### **Cyber Security**

Due to recent cyber-attacks on two high-profile retailers, it is important to remind you all to stay vigilant. Be cautious with any correspondence or communication you receive, whether from colleagues or external sources. Always consider if the behaviour seems genuine or expected.

- **Keep passwords and login codes confidential.** Do not share them with anyone, including Digital staff.
- **Do not approve any login/authentication notifications** you did not initiate, even if requested by someone else.
- **Never grant remote access to your computer** to anyone who contacts you.

If you need assistance, contact Digital. The Digital Team can connect to your computer without requiring your interaction. Your vigilance is essential in keeping our systems secure. Please report any suspicious activity to [digital@field-studies-council.org](mailto:digital@field-studies-council.org)

## **Coming Up Staff Pulse Survey**

Next week, you will receive an email from the HR team inviting you to complete our bi-annual Staff Pulse Survey. The survey is very brief, should take less than one minute to complete and I encourage everyone to take part.

For new colleagues, the Pulse Survey runs twice a year (in May and November) and is separate from the Investors in People (IIP) Survey, which we carry out in October. As with any pulse check, this is a quick snapshot and an opportunity to gauge how we're doing. In our case, it helps us to understand how likely staff are to recommend Field Studies Council as a place to work. Over time, your responses help us to track trends and identify areas for improvement.

The Pulse and IIP surveys are deliberately different, but together they provide a fuller picture of staff experience - both are valuable and informative.

## **Rita Holmes**

We were sad to hear that Field Studies Council stalwart Rita sadly passed away on 14th of April 2025, aged 78 years. She was a regular attendee on the adult courses and especially those relating to mosses and fungi. Her funeral service will take place on Wednesday 21st of May at The Vale Crematorium, Pershore at 12pm. She asked for donations to be made to Field Studies Council and this can be [done online](#) or sent c/o Alexander Burn, 436 High Street Cheltenham GL50 3JA.

## **Welcome to Field Studies Council**

Rebecca Hindhaugh has joined the team at Flatford Mill as Seasonal Tutor.

Sarah Bullock has joined the team at Rhyd-y-creuau as Casual Hospitality and Catering Assistant.

Previous catch ups can be [found here](#).

Best Regards

Mark