

## Ranger Job Description and Person Specification

<b>Job Title:</b> Ranger
<b>Salary:</b> £26,000
<b>Working hours:</b> 37.5 hours
<b>Location:</b> Chiltern Rangers, High Wycombe, Buckinghamshire, HP11 1SL
<p><b>Ranger Profile:</b></p> <p>We are looking for someone to join our team who is passionate about working with people to make our community better for wildlife and enhance the lives of our volunteers through the sessions we deliver. As a Ranger, you will be expected to reflect our core values in delivering our mission. You will be community-minded and have an aptitude for working with people of all ages, abilities and from all parts of our community in delivering our conservation projects.</p> <p>You are expected to demonstrate a range of skills and competencies in organising, planning, preparing, reporting and leading on delivering a range of practical conservation sessions throughout the year.</p> <p>There is a need to be organised as there is a fair amount of project management and community/volunteer co-ordination work integral to this role. Proactive, independent thinking together with a strong team working ethic are essential.</p> <p><b>Ranger Duties &amp; Responsibilities:</b></p> <p>You will be responsible for managing some of our core sites (which include a tree and wildflower nursery) as well as projects to enhance key Chilterns habitats such as chalk grassland, woodland, chalk streams and also urban green spaces too. You will do this with our volunteers – engaging, enthusing and educating them as you deliver the aims of the projects you’re working on. This will include delivering sessions to school children, people with special educational needs, adults with additional needs, volunteers from local businesses and anyone else from the local community who wants to be involved.</p> <p>You will need to read and understand the operations manual and the individual site management and project plans in order to do this.</p> <p>You will be responsible for ensuring that the people we work with have a positive experience while they are with us and want to come back for more. You will ensure that the sites you work on are positively managed for biodiversity, people are engaged and having fun and see a positive outcome for themselves and those that live and work there. You will support Chiltern Rangers to lead and deliver projects on time, safely and within budget.</p> <p>Other duties include maintaining tools &amp; equipment, help keeping the depot, office and vehicles clean, tidying and maintaining as appropriate including regular vehicle checks which help to keep everything running smoothly.</p> <p>You will be required to keep project administration up to date. This may include updating our CRM database, using Google and Microsoft programs and social media platforms to ensure we can track the social and environmental impacts of our projects to our stakeholders and the wider community in general.</p>

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Reporting to the Senior Ranger, you will be expected to work closely with the other rangers who will support you to ensure this work is planned and delivered to the standards we require.

You will work on a number of projects and support and guide other members of the team such as Assistant Rangers, trainees, interns, apprentices and of course our volunteers.

### **About you:**

To succeed in this role, you will be excellent at working with people and will need to transmit your passion for place and wildlife to both new and existing volunteers, inspiring them to be the difference. You will be able to communicate clearly with people of all ages & abilities from a range of backgrounds, including those with learning difficulties and disabilities.

You will have some good experience in carrying out a range of practical conservation tasks, for example, scrub cutting, hedge-laying, tree planting and building raised beds.

You will be keen to learn new practical skills and pass on your knowledge to others.

You will be happy outside whether it's lashing down with rain, freezing cold on crisp winter days or carrying out practical work on the hottest days of the year.

You will be flexible, determined and demonstrate a positive, inspiring and 'can do' approach to the role. You will also need to be resilient and innovative as engaging with and recruiting volunteers takes dedication, time and effort to build relationships and trust.

Crucially, you will always be willing to learn and develop your skills, experiences and knowledge base, develop new partnerships and help us make more positive impact.

You will be keen to be part of a friendly team where no job is too big or too small and you'll be happy to get stuck in with anything and give it your best shot.

### **Qualifications**

#### *Essential*

- Driving licence (full & clean)
- GCSE Maths & English Grade C / Level 4

#### *Desirable*

- Chainsaw CS30 & 31 or equivalent (NPTC, Lantra or similar)
- Trained in safe use of brush cutters and trimmers, wood chipper, mowers, winches and trailer towing (NPTC, LANTRA or similar)
- Conservation/Ecology based qualifications
- Pesticides qualification (NPTC PA1 & PA6)
- Minibus driving qualification (MiDAS)
- Forest School Level 3 Qualification
- First Aid at Work

# Ranger Job Description and Person Specification



## Knowledge, Skills and Experience

### People & community engagement

#### *Essential*

- Experience of working with people with a wide range of abilities
- Positive, 'can do' approach to work & life
- Passion for delivering place-based change for people, the environment & wildlife
- A leader and team player who is happy directing volunteers and staff when needed but who is also happy to work in a supporting role
- Good tea maker – our volunteers run on tea!

#### *Desirable*

- Experience in a community engagement role working directly with the public/community

### Practical and conservation

#### *Essential*

- A year delivering a wide range of practical conservation tasks
- Understanding of Buckinghamshire & Chilterns landscape and habitat types and their wildlife
- Broad knowledge of practical management techniques

#### *Desirable*

- Experience of working at tree/flower nurseries
- Off road driving experience
- Species identification and surveying techniques

### Administration and organisation

#### *Essential:*

- Excellent organisation skills
- Excellent communication & presentation skills
- Good IT skills (Office/Google Workspace) and a good working knowledge of social media
- Flexible, determined and resilient

#### *Desirable:*

- Experience of managing projects
- A working knowledge/some experience in the use of databases
- Good marketing skills & experience
- Experience of recruiting, supporting and developing volunteers

## Other Requirements

- Attendance will be required at occasional evening and weekend events/sessions. No overtime is payable but time off in lieu is given
- Fully engage in Chiltern Rangers Appraisal and Professional Development Opportunities in order to develop self and contribution to Chiltern Rangers
- The post holder must be able to visit sites across all parts of the Chilterns and will be given the use of a Chiltern Rangers vehicle
- Any other duties that may be reasonably required in line with the position

# Ranger Job Description and Person Specification



## Rehabilitation of Offenders Act

“This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment”

This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are ‘spent’ under the provision of the Act.

**We are committed to carefully screening all applicants who will work with children, young people and adults with care and support needs. All applicants will be expected to undertake employment checks, a Disclosure & Barring Service check and provide previous employment references.**

## Safeguarding

### Employee

We expect all employees to carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.

### Manager

Managers will ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided and standards are reviewed and updated as required.

### Senior Managers

Senior Managers will ensure organisational safeguarding strategies reflect statutory requirements and best practice. Ensure these are understood and implemented within the area of responsibility. There is a proactive and positive Safeguarding Culture. The organisation meets its statutory Safeguarding requirements. Strategic risks are effectively managed.

# Job Description

## 1 Job details

<b>Job title:</b>	<b>Ranger</b>
<b>Team</b>	Ranger
<b>Directorate:</b>	Recreation Management and Learning
<b>Post number:</b>	P02068
<b>Hours per week:</b>	37
<b>Grade:</b>	5
<b>Base:</b>	Lymington Town Hall
<b>Accountable to:</b>	Lead Ranger
<b>Responsible for:</b>	N / A
<b>Indirectly responsible for:</b>	Apprentices and volunteers
<b>Budget Responsible Officer (BRO):</b>	No
<b>Car user:</b>	Casual user. Use of mobile information units and NPA pool vehicles.
<b>Politically restricted:</b>	No
<b>Does this post involve working with children and/or vulnerable people?</b>	Yes
<b>Membership of professional body required:</b>	No
<b>Key liaisons:</b>	New Forest National Park Authority (NPA) staff and members, partner organisations including local authorities and wildlife conservation organisations, recreation user groups and forums, local businesses, local community and youth groups, landowners and members of the public.

## 2 Role summary

- 2.1 To be a visible presence in the National Park and surrounding areas, acting as a first point of contact and as eyes and ears for the NPA.
- 2.2 To increase the understanding of visitors and local people of the natural beauty, biodiversity and cultural heritage of the National Park, helping people to enjoy and benefit from these special qualities whilst avoiding negative impacts.
- 2.3 To develop and support local community projects that conserve or enhance the special qualities of the National Park and/or increase the understanding and enjoyment of them by visitors and local people.

## 3 Main duties and responsibilities

- 3.1 Build and maintain good working relationships and communication with staff and volunteers of partner organisations, commoners, landowners, local businesses and local communities.

- 3.2 Regularly visit a range of key sites to provide face-to-face contact with members of the public, helping them to enjoy, understand and benefit from the special qualities of the National Park.
- 3.3 Communicate key 'caring for the New Forest' messages related to issues such as animal safety, litter and wildlife disturbance and assist with campaigns, designed to reduce these issues.
- 3.4 Liaise with Local Information Points, local accommodation providers (bed and breakfast, hotels, camp sites etc.) and other local businesses to help them convey useful information about the National Park, including advice on responsible recreation.
- 3.5 Work with other rangers to plan and deliver a schedule of public activities and events to engage with local people and visitors, especially at sites with high visitor numbers or where issues have been identified e.g. feeding of ponies. This might include giving talks and guided walks, family activity sessions and attending selected local events, fairs and markets with the mobile information unit.
- 3.6 Assist Education and Youth staff with the delivery of structured sessions for schools and youth groups.
- 3.7 Work with communities and partner organisations to encourage development and assist implementation and support of local projects that improve habitats, increase local recreation benefits or increase nearby residents understanding of the National Park.
- 3.8 Help monitor the use of the National Park and people's attitudes through surveys and questionnaires.
- 3.9 Contribute to outreach projects aimed at engaging with underrepresented groups such as people with health needs and disabilities, young people and people from deprived or black and minority ethnic communities.
- 3.10 Supervise volunteers and apprentices assisting with ranger activities; this may include giving training where appropriate.
- 3.11 Help maintain the mobile information unit and other equipment in a good condition, by ensuring they are kept clean and tidy, well maintained, used and stored correctly.
- 3.12 Follow all health and safety and lone working procedures, including carrying out risk assessments for activities and administering first aid where necessary.

#### **4 Problem solving**

- 4.1 High standards of customer care, a seasonally varied work programme and delivering well planned, professional ranger sessions will require careful prioritisation of work and the need to manage a fluctuating workload in an effective manner, focusing on key priorities sometimes without day-to-day supervision.
- 4.2 Up-to-date knowledge of the New Forest is required to deal effectively with enquiries referring to senior/more experienced staff if unsure.
- 4.3 At times there will be a requirement to assess a situation with the public, environment, animals, health and safety etc. and take the best course of action, being mindful of guidance and training given and referring to others as necessary e.g. safely moving members of the public away if approached by livestock on a guided walk.

- 4.4 Oversee the work of Assistant and Seasonal Assistant Rangers, Apprentices and occasionally volunteers helping with ranger duties e.g. if a volunteer helps staff the mobile unit out in the National Park

## **5 Decision making**

- 5.1 Line manager sets targets and objectives in discussion with the post holder.
- 5.2 Will act on their own initiative and make day to day decisions relating to the delivery of ranger activities and community projects. In the line manager's absence, decisions outside of the post holder's own knowledge area should be referred to other managers.
- 5.3 Will make decisions about the most effective ways to manage their own workload which can involve reconciling competing interests in accordance with the NPA's aim to develop continuously to achieve excellence.
- 5.4 As a public facing role, some actions and decisions may affect how the NPA is perceived by some individuals. Guidance and training is given to assist in these situations.

## **6 Operational responsibility**

- 6.1 Responsible for the delivery of engagement activities in their area of the New Forest, as agreed with the line manager
- 6.2 Responsibility for volunteers assisting with ranger duties.
- 6.3 Occasional access to sensitive and confidential information requiring a clear understanding of why such information is not yet in the public domain.

## **7 Communication**

- 7.1 The postholder will be skilled in communicating to a wide range of audiences, especially the users of the National Park (residents and visitors, including young people). They must be able to recognise when to adapt style to suit their audience.
- 7.2 Requires written skills using plain English in reports and correspondence and oral and interpersonal skills when dealing with people from different organisations and communities, including partner organisations, members/councillors, local community groups, the media and the general public.
- 7.3 Internal 35% External 65%

## **8 Working conditions**

- 8.1 Work from an office base but will be required to spend much of their time elsewhere within and just outside the boundary of the National Park.
- 8.2 A need to work early or late in the day, at weekends and on Bank Holidays, to enable effective engagement with target audiences, with up to 30 such days a year, taking account of visitor patterns and event programmes.
- 8.3 This post will involve working with young people or vulnerable adults and will require appropriate checks.
- 8.4 The position may involve contact with people with differing views to the NPA's policies, plans and objectives.

8.5 Requires regular lone working in relatively remote locations; woodlands, heathland and the coast. Risks are assessed and mitigated against in accordance with NPA policies.

## **9 General**

9.1 The post holder must at all times carry out his/her responsibilities with due regard to NPA policy and procedures.

9.2 All staff have a responsibility to participate in the NPA Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

## **10 Confidentiality**

10.1 In the course of your employment you will have access to confidential information relating to NPA business. You are required to exercise due consideration in the way you use such information and should not act in any way prejudicial to the NPA's interests. Information which may be included in the category which requires extra consideration covers both access to and the general business of the NPA and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your manager before communicating such information to any third party.

## **11 Health and safety**

11.1 Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under the NPA and departmental Health and Safety policies, and to maintain awareness of safe practices and risk assessment.

## **12 Financial regulations**

12.1 All staff are responsible for security of the property of the NPA, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the NPA's financial procedures.

## **13 Job description agreement**

13.1 The above Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder  
signature:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Manager  
signature:** \_\_\_\_\_

**Date** \_\_\_\_\_

# Person Specification

## Ranger Recreation Management and Learning

No	Criteria	Essential	Desirable	Assessed by
	<p><b>Education / qualifications</b></p> <p>A degree or HND in countryside management or related discipline or equivalent qualification/experience</p> <p>Have or be prepared to obtain a first aid certificate</p>	<p>Y</p> <p>Y</p>		<p>A</p> <p>A / I</p>
	<p><b>Experience</b></p> <p>Demonstrable experience in a similar role</p> <p>Experience of dealing with members of the public</p> <p>Experience of leading countryside events or outdoor education sessions</p> <p>Experience of access improvements and habitat management</p> <p>Experience of working with partner organisations from the public, private and/or voluntary sectors</p>	<p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p>	<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p>
	<p><b>Knowledge</b></p> <p>Knowledge of the natural and cultural heritage of the New Forest National Park</p> <p>Knowledge of health and safety issues in countryside locations and risk assessments</p>	<p>Y</p>	<p>Y</p>	<p>A / I / T</p> <p>A / I</p>
	<p><b>Skills</b></p> <p>Strong communication, inter-personal and presentation skills. Able to communicate in a way which is easily understood and assists in promoting the key messages of the NPA and partners</p> <p>Excellent organisational skills with ability to manage time and resources to meet work programme deadlines, combining both reactive work and planned initiatives.</p> <p>Good IT skills and knowledge of current systems including Microsoft (Word, Excel, Outlook) with the ability to adapt to new systems</p>	<p>Y</p> <p>Y</p> <p>Y</p>		<p>A / I / T</p> <p>A / I</p> <p>A</p>

No	Criteria	Essential	Desirable	Assessed by
	<p><b>Impact and attributes</b></p> <p>Confident and outgoing with the ability to engage easily with the public, colleagues and stakeholders</p>	Y		A / I / T
	Keen team worker, who can share ideas and information with colleagues and seek input to solve problems	Y		A / I
	Valid driving license and own transport	Y		A / I
	Ability to understand the need to treat sensitive information confidentially	Y		A / I
	Public and political awareness in sensitive situations	Y		A / I

Evidence assessed by key:

- A = Application form
- I = Interview
- T = Test / assessment

## ESCC - Countryside Ranger

### Ranger

Single Status Grade 5/6 £25,989 - 27,694

Co-ordinate and deliver the maintenance activities and capital improvements on the right of way and sites, with work centred on the construction and repair of bridges, stiles, signposts and other structures, tree felling and the clearance of other vegetation, surface repairs and ditching. In addition, Rangers are expected to provide general advice on rights of way and countryside management to the public and others, to occasionally get involved in enforcement actions on rights of way and to ensure that by-laws are adhered to.

### Key Tasks

1. Provide a high level of customer service to internal and/or external customers. Take responsibility for referring customer enquiries to other internal departments or services as necessary.
2. Provide timely and accurate information, including undertaking searches, investigating issues and providing advice on policies and procedures to customers.
3. Monitor and update local processes and procedures to improve efficiency and customer experience. Make recommendations on improvements to systems and processes to local government.
4. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate.
5. Support with the monitoring of contracts within the department including collating data and reports, providing information to managers and staff on the contract and supporting operational matters relating to the contract.
6. Plan and organise your work, having regard to the effective use of resources and safe working practices.
7. Accurately input data into computerised departmental systems, databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
8. Assist with the induction of new team members.

9. Ensure you follow all local policies and you comply with any legal duties of the service.
10. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
11. Ensure the security of Council property that you are required to use or that customers may use or loan from the service and make requests to management for new stock or maintenance of existing stock.
12. Record and report on building issues leasing with contractors, other Council departments and staff.

Progression to Grade 6 dependent on the following additional duties being required of the role:

13. Undertake more complex tasks, which includes the use of specialist equipment, software or skills.
14. Responsible for implementing regulations which have a direct impact on the health, safety and well-being of people.

Essential education and qualifications:

1. RQF Level 2 Maths and English qualifications

Single Status 6 only:

1. Licenced and able to tow a trailer.
2. Qualified in basic chainsaw use (felling of small trees, cross-cutting and maintenance).
3. First Aid at Work qualification.

Essential key skills, abilities, knowledge, experience, values and behaviours:

4. Extensive practical skills covering use of a range of hand and power tools, and the maintenance of tools, equipment and vehicles.
5. Ability to work outside in all weather's and on rough terrain.
6. Ability to manage own time effectively, organise own workload to meet deadlines and deal with conflicting demands.

7. Able to use own initiative to solve problems.
8. Attention to detail and a high level of accuracy.
9. Ability to communicate effectively and converse at ease with customers and landowners and to provide advice in accurate spoken English.
10. Ability to read and interpret maps, drawings and plans.
11. ICT skills, including Ability to use tablets and smartphones and to accurately input and check computer data.
12. Tool, equipment and vehicle maintenance.
13. Understanding of the importance of Health and Safety procedures.
14. Good working knowledge of Microsoft Office (in particular Word, Excel and Outlook)
15. General knowledge of the services provided by the directorate.

Single Status 6 only:

1. Use of a wide range of hand and power tools.
2. Various relevant conservation/ construction techniques applicable to maintenance of rights of way and countryside sites.
3. Relevant health and safety regulations and how to use method statements, safe working practices and risk assessments.
4. Negotiation techniques.
5. Hard physical work in an outdoor environment.
6. Customer service experience.
7. Good interpersonal skills.
8. Ability to work in a team.
9. Current full driving licence or the Ability to clearly demonstrate how you will meet the travel requirements of the role.



**JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>Job Title:</b> Urban Park Ranger	<b>Directorate:</b> Economic Development
<b>Section:</b> Park Ranger Service	<b>Reporting to:</b> Senior Urban Park Ranger
<b>Grade:</b> 4	<b>Hours per Week:</b> 37
<b>Post Number:</b>	<b>Number of Employees Reporting to Post:</b>  None
<b>Special Conditions:</b>  Required to work bank holidays, evenings and weekends as directed under a shift rota system.	<b>Location of Post:</b>  Wedal Road Depot
<b>Job Purpose:</b>  The Urban Park Ranger Service is responsible for ensuring the safe use and enjoyment of the Council's parks and green spaces.	
<p><b>Duties and Responsibilities</b></p> <p><b>Job Specific Requirements</b></p> <ol style="list-style-type: none"> <li>1. To undertake visible patrols, independently and in conjunction with South Wales Police.</li> <li>2. To under direction and supervision support South Wales Police in respect of, operations and enforcement activities that relate to criminal activity, anti-social behaviour and unauthorised access/occupation within the Council's parks and green spaces.</li> <li>3. To liaise with the Homelessness Service, operating welfare and support protocols in respect of tented encampments within the Council's parks and green spaces.</li> </ol>	

4. To undertake routine and reactive site inspections and to arrange / carry out maintenance and remedial works identified.
5. To implement enforcement activities relating to parks byelaws and public space protection orders and to represent the Council in court providing as required.
6. To implement parks based events and activities that seek to encourage the use and raise the awareness of issues affecting the Council's parks and green spaces.
7. To assist in the review of risk assessments
8. To assist in co-ordination and deliver volunteer activity for groups and individuals.
9. To collate, record and report / share information for the purpose of service improvements and problem solving.
10. To undertake visual routine and non-routine playground inspections and carry out basic repairs and maintenance to ensure safe use.
11. To assist in undertaking minor hard and soft landscaping works as required.
12. To undertake grounds maintenance and minor arboricultural works as required, operating a wide range of plant and machinery.
13. To utilise information technology for the purposes of service delivery.

### **Corporate Requirements**

1. To participate actively in supporting the principles and practice of equality of opportunity as stated in the Council's Equal Opportunities Policy.
2. To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.
3. To, as a statutory duty, adhere to the Council's Corporate Safeguarding Policy and associated policies and procedures and to report concerns regarding the safety and wellbeing of children or adults at risk. In order to support you in this, you are required to access safeguarding training at the level which is relevant to this post.
4. As a term of your employment you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.
4. Although you will be provided with a base, you will be required to work from various locations in accordance with the needs of the role.

**DATE COMPLETED:** \_\_\_\_\_ **AGREED BY:** \_\_\_\_\_  
**(Recruiting Manager)**

**Date Received by Post holder:** \_\_\_\_\_

**Signature of Post holder:** \_\_\_\_\_



### Person Specification

**Job Title:** Urban Park Ranger - Supervisor  
**Post Number:** TBC

#### THE PERSON APPOINTED MUST MEET THE FOLLOWING REQUIREMENTS

Area to be Demonstrated	Essential Requirements  YOU <b>MUST</b> DEMONSTRATE THAT YOU MEET THESE REQUIREMENTS	Desirable Requirements  YOU DO NOT HAVE TO MEET THESE REQUIREMENTS BUT IF YOU DO, PLEASE TELL US	How Assessed <b>Application Form or Interview or Both</b>
<b>Competencies (as per Behavioural Competency Framework)</b>	<ul style="list-style-type: none"> <li>• Putting Our Customers First –<b>Level 1</b></li> <li>• Getting Things Done –<b>Level 1</b></li> <li>• Taking Personal Responsibility –<b>Level 1</b></li> <li>• Seeking to understand others and treating them with respect –<b>Level 1</b></li> </ul>		Application Form & Interview
<b>Education &amp; Training</b>			Application Form & Certification where required
<b>Experience / Knowledge</b>	<p>Knowledge and understanding of Health and Safety / risk management principles</p> <p>Experience of practical experience in working within a land based discipline</p> <p>Experience in working with individual volunteers</p>	Understanding of Council policies and procedures	Application Form and Interview

	<p>and third sector organisations</p> <p>Knowledge and understanding of basic hard and soft landscaping techniques</p>		
<b>Skills and Abilities</b>	<p>Ability to deal with conflict and situations of a sensitive and confidential nature in a professional and discreet manner</p> <p>Ability to allocate resources, determining work priorities against competing demands</p> <p>Ability to solve problems / identify solutions to a diverse range of issues</p> <p>The ability to communicate effectively, orally and in the written word</p> <p>Ability to undertake basic repairs and maintenance to parks infrastructure</p>	<p>Mentoring skills</p> <p>Counselling skills</p> <p>Ability to communicate through the medium of Welsh</p> <p>Ability to use a range of IT efficiently including Windows Office suite and Council operational systems</p>	<p>Application Form and Interview</p>
<b>Personal Attributes</b>	<p>Demonstrates a commitment to achieving the objectives of the wider parks and stakeholder service teams</p> <p>Commitment to the Council's Equal Opportunities Policy</p>		<p>Application Form and Interview</p>
<b>Special Circumstances</b>	<p>Full Driving Licence</p> <p>Ability to work on a shift basis involving evenings, weekends and bank holidays</p> <p>Standard DBS check</p>		<p>Application Form and Interview</p>

	Requirement to attend court as a witness on behalf of / representing the Council		
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# Job Description and Person Specification

Role: Urban Ranger



# Job Description

<b>Job Title</b>	Urban Ranger
<b>Grade</b>	4
<b>Service</b>	City Services
<b>Reports to</b>	Commercial & Visitor Experience Manager
<b>Location</b>	Whitley Depot, Coombe Abbey, War Memorial Park and associated sites and City Wide
<b>Job Evaluation Code</b>	



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

Under the general direction of the Commercial & Visitor Experience Manager

1. Support the City Services Team in the effective operation of the service.
2. Facilitate the delivery of a community-focused events and activities programme.
3. Contribute to the provision of high-quality, safe, and accessible parks and open spaces that enhance the health, wellbeing, and quality of life of residents.

## Main Duties & Key Accountabilities

1. Enhance the public's enjoyment, safety, and understanding of designated spaces, fostering positive experiences for visitors, businesses, and community groups.
2. Provide support in the planning, promotion, and execution of community events and activities.
3. Identify and report issues such as defects, incidents, and anti-social behavior, working with partners to address them effectively.
4. Collaborate proactively with partners, community groups, special interest organisations, and businesses to develop events, activities, and educational initiatives that promote the use of designated spaces and encourage community engagement.
5. Act as an ambassador for the City of Coventry, maintaining a positive and professional image at all times.
6. Perform maintenance tasks within designated spaces, adhering to the City Council's Health and Safety Policy to ensure the spaces remain safe and well-maintained.
7. Contribute to the achievement of agreed goals and objectives.

8. Uphold and promote the City Council's Equal Opportunities Policy in all activities and interactions.
9. Undertake additional duties and responsibilities as required, within the scope of the role and salary grade.

## Key relationships

<b>External</b> Community groups, Friends of Parks, funding charities	<b>Internal</b> All associated teams in City Services
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## Standard information

Post holders will be accountable for performing all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

<b>Staff managed by postholder:</b>
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## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Understanding of outdoor environment management, including wildlife and sustainability considerations.	
Awareness of Health and Safety issues.	
Knowledge of challenges faced by disadvantaged communities.	
<b>Skills and Abilities</b>	
Strong communication skills, including effective written, verbal, and face-to-face interaction with individuals and groups.	
Active listening skills, with the ability to seek clarification and convey information concisely and clearly.	
Ability to follow complex written and verbal instructions.	
Sensitivity and adaptability to work within diverse, multi-cultural, and multi-faith communities.	
Flexibility to work weekends, evenings, and bank holidays as needed.	
Ability to remain calm and reasonable in challenging situations.	
Proficient computer skills, including data input, retrieval, and word processing.	
Self-motivation with the ability to work on your own initiative.	
Capability to collaborate with a wide range of businesses, community organizations, and special interest groups.	

<b>Experience</b>
Experience in urban parks, countryside, woodland, or river/waterway management.
Background in community development.
Previous work with youth or in educational settings.
Experience in organising events.
<b>Qualifications</b>
No formal qualifications are required.
<b>Special Requirements</b>
Possession of a full, clean manual driving license.
Willingness to work weekends and bank holidays as necessary.

<b>Date Created</b>	January 2025	<b>Date Reviewed</b>	February 2025
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