

Directorate: Growth, Environment and Transport
Unit/Section: North and West Kent Country Parks team
Grade: KSA
Responsible to: Ranger Services Manager

Purpose of the Job:

To maintain the site and its facilities in a clean, safe and attractive state, and to assist and guide visitors.

Main duties and responsibilities:

1. Visitors Services:

- (a) Welcoming visitors, dealing with visitor queries and assisting visitors to enjoy their visit to the site.
- (b) Closing the entrance gates daily and opening the gates on weekends. Opening to be not later than 9.00am and closing to be at dusk or as advertised at the site.
- (c) Carry out daily safety checks as directed, and in accordance with the site safety procedures.
- (d) Organising car parking at peak visiting times
- (e) Assisting with visitor surveys, and distributing leaflets and other promotional materials, as directed, from time to time.
- (f) Assisting with recreational events.
- (g) Using a firm but tactful approach to discourage thoughtless behaviour by visitors, or in the last resort by drawing attention to the Byelaws (where appropriate).
- (h) Ensure stocks of logs and kindling are maintained in the visitor centre on weekends and bank holidays.

2. Site Hygiene

- (a) Occasional cleaning of toilets to a high standard and maintaining supplies of consumables.
- (b) Clearing rubbish from the car park area, play area and other heavily used areas on a daily basis and from the whole site on a weekly basis.
- (c) Preparing rubbish for collection.

3. Patrolling and Emergency Repairs:

- (a) Patrolling the whole site by the end of each week to check for vandalism or damage to buildings, fences, trees, grassland, notices, furniture, play equipment and lifebelts, and reporting any issues back to the Head Ranger.
- (b) Effecting minor repairs where possible or reporting the need for repair to the Head Ranger. This is particularly important where public safety is involved.
- (c) Travel to and across the site in emergencies. A site vehicle is available.

4. Site Maintenance and Emergencies

- (a) Assisting the Head Ranger with repairs and minor construction works.
- (b) Responding to emergencies which may require attendance outside of normal hours, or as required by the Head Ranger.
- (c) Ensuring the woodchip boiler is stocked over weekends in winter

5. Administration and Miscellaneous

- (a) Collecting and recording car parking fees and any other monies from goods sold, and banking proceeds as directed.
- (b) Maintaining simple site records (e.g. daily events, traffic volumes) and a site diary.
- (c) Supervising the work of car park attendants and other seasonal/casual staff, as directed, and covering for their half-hour relief.
- (d) Undertaking such other tasks as may be defined from time to time by the Ranger Services Manager.

Schedule of Hours

As the post is one week on one week off the pro rata annual leave is paid as part of the salary so there is no annual leave. Bank Holidays are paid at double time. Pay is annualised at 13.13 hours per week, totalling 683 hours a year.

Hours:

One week on and one week off (Monday to Sunday)

Winter- 1hr Mon-Fri, the hour before dusk (Can be as early as 15:30 until 16:30)
6hrs Sat, the 6 hours before dusk
8hrs Sun and BH, the 8 hrs before dusk-

Summer- 2hrs Mon- Fri, the 2 hours before dusk (can be as late as 19:00 – 21:00)
8hrs Sat, the 8 hours before dusk (ie: 13:00 to 21:00)
8hrs Sun and BH, the 8 hours before dusk

Plus 2 hours per week winter and summer to patrol the wider woodland and isolated woodland areas and attendance at a 1 hour bi-monthly meeting.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Countryside Warden*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	- You will be friendly and approachable, with a firm but tactful approach, as necessary when dealing with visitors to the site. - Physical fitness is essential as the role involves walking and manual handling - An interest in the countryside is desirable. - Any specific training needed would be provided. - You will be able to respond to alarm activation & emergencies within 15/20 minutes of being called out.
EXPERIENCE	No experience necessary.
SKILLS AND ABILITIES	- General DIY skills. - Good people skills as this is a front-line post. - Ability to be self-motivated and ability to work alone or as part of a team.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: - We are brave. We do the right thing, we accept and offer challenge - We are curious to innovate and improve - We are compassionate, understanding and respectful to all - We are strong together by sharing knowledge - We are all responsible for the difference we make Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making