

Kent County Council

Job Description: *Country Park Warden*

Directorate:	Growth, Environment and Transport
Unit/Section:	Kent Country Parks
Grade:	KSA
Responsible to:	Head Ranger, East Kent Country Parks

Purpose of the Job:

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

Main duties and responsibilities:

1. Visitor 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 and monitoring daily car parking tickets and season tickets on vehicles.
 - (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).

2. Site Hygiene
 - (a) Daily 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.

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) Undertaking such other tasks as may be defined from time to time by the Head Ranger.

Schedule of Hours

7 days a week, alternate week on week off

Winter (Nov - Mar)

Mon-Fri – 2 hrs per day, 1hr to open the site. 1hr to close, (can be as early as 4:30pm)

Saturday – 3 hrs per day, 2 hrs in the morning, 1 hr to close

Sunday – 3 hrs per day, 2 hrs in the morning, 1 hr to close

Summer (Apr – Oct)

Mon-Fri – 2 hrs per day, 1 hr to open the site. 1hr to close, (can be as late as 8.00pm)

Saturday – 4 hrs per day, 3 hrs in the morning, 1 hr to close

Sunday – 5 hrs per day, 3 hrs in the morning, 2 hrs to close

Total summer hours = 19 every other week / Total winter hours =16 per week

In addition, you will be expected to attend a team meeting for two hours every month.

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: *Country Parks 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
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with the public in a front facing customer service role • Basic maintenance tasks and use of small hand tools in a practical environment
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Friendly and approachable, with a firm but tactful approach as necessary when dealing with visitors to the site. • The ability to attend isolated sites at any time of the day or night would be required General DIY skills • Able to work unsupervised using own initiative and seek line management support as required. • Adaptable and resourceful • A good team player • Good interpersonal and communication skills
KNOWLEDGE	<ul style="list-style-type: none"> • An interest in the countryside and wildlife.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>