

Kent County Council

Job Description: Country Parks Warden – Trosley Country Park

Directorate: Growth, Environment and Transport
Unit/Section: Country Parks North and West kent ranger team
Grade: KR3
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:

Visitor Services

- Welcoming visitors, dealing with queries and assisting visitors to enjoy their visit to the site, this involves staffing the visitors centre during peak periods (as directed by Rangers).
- Opening and closing the entrance gates and toilets daily. Opening to be at 8.30am and closing to be at dusk or as advertised at the site.
- Carry out daily safety checks as directed, and in accordance with the site safety procedures.
- Organising car parking at peak visiting times.
- Assisting with visitor surveys, and distributing leaflets and other promotional materials, as directed, from time to time.
- Assisting with recreational events.
- Using a firm but tactful approach to discourage thoughtless behaviour by visitors, or in the last resort by drawing attention to the Bylaws (where appropriate).

Site Hygiene

- Cleaning toilets daily to a high standard and maintaining supplies of consumables.
- Cleaning the classroom as required when there are bookings (additional hours are paid for this when required)
- 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.
- Prepare rubbish for collection.

Patrolling and Emergency Repairs

- 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.
- Effecting minor repairs where possible or reporting the need to the Rangers. This is particularly important where public safety is involved.
- Carrying out visual livestock checks and assisting with supplementary feeding in winter

Site Maintenance and Emergencies

- Assisting the Rangers with repairs and minor construction works.
- Responding to emergencies, which may require attendance outside of normal hours or as required by the Ranger team. This includes your name being added to the alarm call out list.

Administration and Miscellaneous

- Collecting and recording car parking fees and any other monies from goods sold.
- Maintaining simple site records (eg. daily events, traffic volumes) and a site diary.
- Undertaking such other tasks as may be defined from time to time by the Ranger team

Schedule of work hours.

7 days on shift then 7 days off shift so working alternate weeks

Summer (30 weeks from end March)		winter (22 weeks)	
25 Hours	No. Of visits: 10	23 Hours	No. Of visits: 10
Monday	3 hours	Monday	3 hours
Tuesday	3 hours	Tuesday	3 hours
Wednesday	3 hours	Wednesday	3 hours
Thursday	3 hours	Thursday	3 hours
Friday	2 hours	Friday	2 hours
Saturday	5 hours	Saturday	4 hours
Sunday	6 hours (3 visits)	Sunday	5 hours (3visits)

(Bank Holidays are treated as Sundays in terms of hours worked)

Footnote: This job description is provided to assist the job holder to know what his/her 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 – Trosley Country Park

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	<ul style="list-style-type: none">• You will be friendly and approachable, with a firm but tactful approach, as necessary when dealing with visitors to the site.• A fitness level relevant to the job role.• You will be able to respond to alarm activation & emergencies within 15/20 minutes of being called out.
EXPERIENCE	No experience necessary. Though experience gained in other fields of work that is relevant maybe taken into account. Any specific training needed would be provided.
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	<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 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</p>