

Kent County Council

Job Description: Countryside Warden

Directorate:	Growth, Environment and Transport
Division:	North and West Kent Country Parks team
Grade:	KSA
Responsible to:	Senior Ranger and 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) Opening and closing the entrance gates daily. Opening to be at 8:30am and closing to be at dusk or as advertised at the site (varies from summer to winter).
 - (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).
2. Site Hygiene
 - (a) 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 Ranger team.

- (b) Effecting minor repairs where possible or reporting the need for repair to the Ranger team. This is particularly important where public safety is involved.

4. Site Maintenance and Emergencies

- (a) Assisting the Ranger team with repairs and minor construction works.
- (b) Responding to emergencies which may require attendance outside of normal hours, or as required by the Ranger team.

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.
- (d) Undertaking such other tasks as may be defined from time to time by the Ranger team.

Schedule of Hours

7 days a week, alternate weeks with equivalent post

Manor Park-

Winter

Mon-Fri	2 hours a day (opening 8.30am and closing at dusk)
Sat	5 hours a day (opening 8.30am and closing at dusk)
Sun/BH	5 hours a day

Summer

Mon -Fri	4 hours a day
Sat	5 hours
Sun/BH	6 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 based on 13.23 hours per week, totalling 690 hours a year.

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.

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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	<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. Your health should be appropriate to the needs of the role as this involves walking and manual handling You will be able to respond to alarm activation & emergencies within 15/20 minutes of being called out.
EXPERIENCE	<ul style="list-style-type: none"> No experience necessary.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> 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.
KNOWLEDGE	<ul style="list-style-type: none"> Any specific training needed would be provided.
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>
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