

## Kent County Council

### Job Description: *Senior Ranger*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Country Parks</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Ranger Services Manager</b>

#### **Purpose of the Job:**

To support the Ranger Services Manager as part of a team leading the day-to-day management, development and maintenance of the Kent Country Parks sites. The post holder will directly supervise other staff in ensuring that work is completed to a high standard in the most efficient and cost effective way and in line with environmental requirements by devising and following agreed work plans.

This post will involve work on and travel to various Country Parks sites in Kent. Principally Trosley, Lullingstone, Teston Bridge, Preston Hill and Dryhill.

#### **Main duties and responsibilities:**

1. To take the lead role in supporting the Ranger Services Manager with the development and management of Kent Country Park sites. To deputise for the Ranger Services Manager in his/her absence and to be the lead officer in charge of works being carried out on site on a day to day basis.
2. To identify, carry out and direct others on site/countryside management and maintenance works for Kent Country Park sites. This will include using powered and hand tools, machinery and plant including Chainsaws, tractors and 4x4 vehicles, and will involve travel to other sites.
3. To be able to problem solve and take a flexible, willing approach to carry out necessary actions to ensure sites are kept in a clean, tidy and safe condition for the public. This will include the clearance of litter and other rubbish, occasional cleaning and other duties of a similar nature as may arise.
4. To be a willing and active team player, working with Visitor Services, Learning Services and other staff to deliver a seamless service to the public on Kent Country Parks sites. This will require working with marketing staff to gain an understanding of visitor needs and motivations and taking a lead role in electronic communications with customers that includes social media and marketing.
5. To assist in the supervision of site based staff including rangers, wardens and volunteers on a day to day basis taking responsibility for Health and Safety, organising training and encouraging personal development. This may include some work at weekends and Bank Holidays as agreed with the Ranger Services Manager and /or Operations Manager.

6. In agreement with the Ranger Services Manager, organise and manage contracts for site works including the supervision of contractors working on site ensuring that works are completed to a high standard and within the budget and timescale agreed.
7. To assist in the writing, implementation and review of management plans for Kent Country Park sites. This will involve liaison with other relevant external bodies.
8. To provide a friendly and informative presence to the public at all times, including answering customer enquiries and complaints, either face to face, by phone or e-mail. Also to present the team's work at liaison group/parish meetings.
9. Assist in the implementation of environmental education, and running events and other visitor-related activities as required for the operation of sites in your area.
10. To assist in the monitoring and recording of vegetation, wildlife and landscape features as well as visitor and other records required for the management and administration of Kent Country Park sites.
11. To assist with the collection and banking of income, taking full responsibility for this on some occasions, including the handling and banking of cash.
12. To be available as a first point of contact for emergency services in the event of serious damage/injury to buildings/site/people on Kent Country Park sites. Attendance to sites outside of normal working hours may be required.
13. To enforce by-laws and site rules whilst on site in a tactful yet firm manner.
14. To undertake such other appropriate duties as may be required by or on behalf of the Head of Department, including contributing to wider service related issue through attending meetings, workshops etc.

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.

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### Person Specification: *Senior Ranger*

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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.

	<b>Criteria</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Be educated to at least ND, HNC, HND or degree level in a relevant subject relating to countryside management</li> <li>• Holds, or is willing to train for, first aid certification</li> <li>• Hold certificates of competency in chainsaw and tractor driving.</li> <li>• Hold certificates of competency or be willing to train in brush cutting, trailers and pesticide handling and other practical skills as required.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of and aptitude for carrying out practical countryside works backed up with demonstrable experience of working or volunteering in a practical countryside environment</li> <li>• Proven experience of managing or supervising staff or volunteers</li> <li>• Experience and confidence to problem-solve any issues arising on site in a sensible and calm manner. Experience in managing emergency plans, monitoring Health and Safety issues and of resolving complaints in a timely manner.</li> <li>• Experience of delivering events, leading walks and carrying out other visitor-related duties</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills and proven delivery of these in a public setting</li> <li>• Excellent communication skills – able to produce effective written material for public information. Able to speak in public confidently</li> <li>• Excellent “people” skills - able to get on well with and enthuse people from a wide variety of backgrounds</li> <li>• Ability to manage contractors working on sites to ensure quality work is completed within budget by competent staff</li> <li>• Ability to handle cash accurately and account for cash/credit card sales.</li> <li>• Excellent computing skills, particularly in use of Microsoft Office, web based communication systems and social media</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Awareness of the need to balance environmental, countryside, outdoor education, leisure and recreational issues with public access and income generation and how to manage these competing demands.</li> </ul>
<b>Behaviours and Kent Values</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> </ul>

	<ul style="list-style-type: none"><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li></ul>
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