

## Kent County Council

### Job Description: Countryside Warden –Trosley Country Park

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**Directorate: Growth, Environment & 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 function room 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

<b>Summer (30 weeks from end March)</b>		<b>winter (22 weeks)</b>	
<b>25 Hours</b>	<b>No. Of visits: 10</b>	<b>23 Hours</b>	<b>No. Of visits: 10</b>
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: Countryside 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>You will be friendly and approachable, with a firm but tactful approach, as necessary when dealing with visitors to the site.</li> <li>Your health should be appropriate to the needs of the role as the site is very steep in places.</li> <li>You will be able to respond to alarm activation &amp; emergencies within 15/20 minutes of being called out.</li> </ul>
<b>EXPERIENCE</b>	No experience necessary. Though experience gained in other fields of work that is relevant maybe taken into account.
<b>SKILLS AND ABILITIES</b>	<p>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.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile  <b>Curious</b> - constantly learning and evolving  <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all  <b>Working Together</b> - building and delivering for the best interests of Kent  <b>Empowering</b> - Our people take accountability for their decisions and actions  <b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>