

Kent County Council

Job Description: *Ranger Services Manager*

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| Directorate: | Growth, Environment and Transport |
| Unit/Section: | Kent Country Parks Team |
| Grade: | KR9 |
| Responsible to: | Country Parks Operations Manager |
| Location: | Shorne Woods Country Park |

Job Purpose: To provide management and supervision of two area based staff teams to deliver collaborative practical land management in KCC Country Parks situated in the North and West Kent areas. This will include habitat works, access and improvements to visitor facilities, project management as well as general site maintenance and related activities.

This post will be based primarily at Shorne Woods Country Park. However, the post will involve regular work on and travel to other sites across Kent.

Accountabilities:

1. Plan and manage an agreed programme of works across the North and West Kent areas including supervision of practical works, the letting of contracts, supervision of contractors and volunteers to ensure that efficiencies and best practise are maintained across the sites through collective working methodologies and equipment/resource sharing
2. Line manage the Ranger and Warden teams, including staff and resource management across all ranger services to ensure that these are available when and where needed. This will involve managing staff and resource rotas and ensuring that materials are co-ordinated across multiple sites throughout the service. Ensure that customer service is excellent and that ranger services delivery processes are working effectively. At busy times, there may be a requirement to step in and assist with practical project delivery by actively contribute to physical site management work, to include the full use of a range of plant, tools and equipment including tractor driving.
3. Work closely with other KCP Team Leaders to ensure a balanced, team approach to public access and conservation is delivered. This will include taking a lead role in developing other new and innovative projects and services aimed at enhancing the countryside visitor experience. This will require working with marketing staff to gain in-depth understanding of visitor needs and motivations and taking a lead role in electronic communications with customers that includes social media and marketing.

4. Nurture a positive relationship with Countryside Management Partnerships (CMPs), local land holders and other stakeholders including voluntary, public and statutory bodies and other local providers to ensure the best possible service is delivered.
5. Be responsible for the forecasting, expenditure and monitoring of agreed budgets for sites in your area including reporting on anomalies or changes in financial priorities.
6. Ensure the best use of physical resources including equipment and plant is in place across the area. This may include sharing with CMPs, other Parks and "Areas" and developing a "scale of economy" approach to working.
7. Advise as necessary on specialist issues relating to your field of work across the Service and the County.
8. Produce and monitor progress against Site Management Plans. Contribute to wider Site Development Plans, promotional plans and other plans and initiatives relevant to your area.
9. Positively contribute to the maintenance of Green Flag and other Park Awards for Kent Country Parks.
10. Keep appropriate records (financial, visitor numbers, species records etc.) for your sites and make information available as necessary. Provide accurate information relating to your area to senior managers.
11. Take the lead role in the practical implementation of Health and Safety legislation on the ground ensuring compliance with policy and procedure across the team.
12. Preparation and management of grant applications and ensure that requirements for claiming and monitoring arrangements for grant monies are completed accurately and in a timely manner.
13. Develop and maintain strong relationships with the local community and take the lead role in evaluating current practise and developing new volunteer opportunities for site based volunteers.
14. In consultation with specialist staff, prepare visitor information and interpretative material to enhance the visitor experience, ensuring that all information is up-to-date and produced in accordance with agreed branding and equal opportunities guidelines.
15. 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. The work will involve some weekend or Bank Holiday working either on a rota or ad hoc basis as directed.

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: *Ranger Services Manager*

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 |
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| Qualifications | <ul style="list-style-type: none"> • Be educated to at least ND, HNC, HND or degree level in a relevant subject relating to countryside management along with a conservation specialism (demonstrated through extra qualification, experience or knowledge) in a countryside related area i.e. habitat type, species, management technique, access • Holds, or is willing to train for, first aid certification • Hold certificates of competency in chainsaw and tractor driving. • Hold certificates of competency or be willing to train in brush cutting, trailers and pesticide handling and other practical skills as required. |
| Experience | <ul style="list-style-type: none"> • Specialist knowledge of and aptitude for carrying out practical countryside works backed up with 3 years demonstrable experience of leading teams or individuals in practical Countryside or related work in a paid environment • 3 years demonstrable experience of managing and supervising staff and of devising, setting and monitoring work plans for multiple work locations. • Experience and confidence to problem-solve any issues arising on site in a sensible and calm manner. Experience in devising and managing emergency plans, monitoring Health and Safety issues and of resolving complex complaints in a timely manner. • Experience of writing management plans, grant applications and funding bids and of monitoring the achievement of income and resources related to successful bids. |
| Skills and Abilities | <ul style="list-style-type: none"> • Excellent customer service skills and proven delivery of these in a public setting • Excellent communication skills – able to produce effective written material for public information. Able to speak in public confidently • Excellent “people” skills - able to get on well with and enthuse people from a wide variety of backgrounds • Ability to devise, tender for business and manage contractors working on sites to ensure quality work is completed within budget by competent staff • Well organised, able to manage many complex and competing projects and activities at once • Commercially astute – aware of need for profit and marketing in a country parks context and ability to generate creative ideas with limited budgets. Ability to handle cash accurately and account for cash/credit card sales. • Excellent computing skills, particularly in use of Microsoft Office, web based communication systems and social media |

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| | <ul style="list-style-type: none"> • An understanding of the need to balance conservation with public access and income generation, previous experience of working in a public facing conservation environment would be advantageous. |
| Knowledge | <ul style="list-style-type: none"> • 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. |
| 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> |