

Kent County Council

Job Description: *Country Park Warden – Lullingstone Country Park*

Directorate: Growth, Environment and Transport

Unit/Section: Kent Country Parks

Grade: KR3

Responsible to: Ranger Services Manager

Purpose of the Job:

To maintain the sites and their facilities in a clean, safe and attractive state, and to assist and guide visitors.

Main duties and responsibilities:

1. Visitor Services:

- (a) Welcoming visitors, dealing with visitor queries and assisting visitors to enjoy their visit to the site.
- (b) Closing the entrance gates daily at dusk as advertised at the site.
- (c) Carry out daily safety checks as directed, and in accordance with the site safety procedures.
- (d) Organising car parking at peak visiting times and monitoring daily car parking tickets and season tickets on vehicles.
- (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) Daily 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 West Kent Senior Ranger.
- (b) Effecting minor repairs where possible or reporting the need for repair to the West Kent Senior Ranger. This is particularly important where public safety is involved.
- (c) Travel to and across the site in emergencies. A site vehicle is available.

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.
- (c) 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 (one week on, one week off)

Last two hours before park close Monday to Sunday, plus additional 3 to 4 hours on Saturday and Sunday. Hours vary depending on season, but average at 10.65 hours per week. Car park close time varies depending on season from 4.30pm in winter to 9pm in summer.

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: *Country Park 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	None required
EXPERIENCE	Experience of working with the public in a front facing customer service role Basic maintenance tasks and use of small hand tools in a practical environment
SKILLS AND ABILITIES	Friendly and approachable, with a firm but tactful approach as necessary when dealing with visitors to the site. The ability to attend isolated sites at any time of the day or night would be required Able to work unsupervised using own initiative and seek line management support as required. Adaptable and resourceful A good team player Good interpersonal and communication skills
KNOWLEDGE	An interest in the countryside and wildlife.
BEHAVIOURS AND KENT VALUES	Kent Values: <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