

Job Description



1 Job details

Job title:	Ranger
Team	Ranger
Directorate:	Recreation Management and Learning
Post number:	P02068
Hours per week:	37
Grade:	5
Base:	Lymington Town Hall
Accountable to:	Lead Ranger
Responsible for:	N / A
Indirectly responsible for:	Apprentices and volunteers
Budget Responsible Officer (BRO):	No
Car user:	Casual user. Use of mobile information units and NPA pool vehicles.
Politically restricted:	No
Does this post involve working with children and/or vulnerable people?	Yes
Membership of professional body required:	No
Key liaisons:	New Forest National Park Authority (NPA) staff and members, partner organisations including local authorities and wildlife conservation organisations, recreation user groups and forums, local businesses, local community and youth groups, landowners and members of the public.

2 Role summary

- 2.1 To be a visible presence in the National Park and surrounding areas, acting as a first point of contact and as eyes and ears for the NPA.
- 2.2 To increase the understanding of visitors and local people of the natural beauty, biodiversity and cultural heritage of the National Park, helping people to enjoy and benefit from these special qualities whilst avoiding negative impacts.
- 2.3 To develop and support local community projects that conserve or enhance the special qualities of the National Park and/or increase the understanding and enjoyment of them by visitors and local people.

3 Main duties and responsibilities

- 3.1 Build and maintain good working relationships and communication with staff and volunteers of partner organisations, commoners, landowners, local businesses and local communities.

- 3.2 Regularly visit a range of key sites to provide face-to-face contact with members of the public, helping them to enjoy, understand and benefit from the special qualities of the National Park.
- 3.3 Communicate key 'caring for the New Forest' messages related to issues such as animal safety, litter and wildlife disturbance and assist with campaigns, designed to reduce these issues.
- 3.4 Liaise with Local Information Points, local accommodation providers (bed and breakfast, hotels, camp sites etc.) and other local businesses to help them convey useful information about the National Park, including advice on responsible recreation.
- 3.5 Work with other rangers to plan and deliver a schedule of public activities and events to engage with local people and visitors, especially at sites with high visitor numbers or where issues have been identified e.g. feeding of ponies. This might include giving talks and guided walks, family activity sessions and attending selected local events, fairs and markets with the mobile information unit.
- 3.6 Assist Education and Youth staff with the delivery of structured sessions for schools and youth groups.
- 3.7 Work with communities and partner organisations to encourage development and assist implementation and support of local projects that improve habitats, increase local recreation benefits or increase nearby residents understanding of the National Park.
- 3.8 Help monitor the use of the National Park and people's attitudes through surveys and questionnaires.
- 3.9 Contribute to outreach projects aimed at engaging with underrepresented groups such as people with health needs and disabilities, young people and people from deprived or black and minority ethnic communities.
- 3.10 Supervise volunteers and apprentices assisting with ranger activities; this may include giving training where appropriate.
- 3.11 Help maintain the mobile information unit and other equipment in a good condition, by ensuring they are kept clean and tidy, well maintained, used and stored correctly.
- 3.12 Follow all health and safety and lone working procedures, including carrying out risk assessments for activities and administering first aid where necessary.

4 Problem solving

- 4.1 High standards of customer care, a seasonally varied work programme and delivering well planned, professional ranger sessions will require careful prioritisation of work and the need to manage a fluctuating workload in an effective manner, focusing on key priorities sometimes without day-to-day supervision.
- 4.2 Up-to-date knowledge of the New Forest is required to deal effectively with enquiries referring to senior/more experienced staff if unsure.
- 4.3 At times there will be a requirement to assess a situation with the public, environment, animals, health and safety etc. and take the best course of action, being mindful of guidance and training given and referring to others as necessary e.g. safely moving members of the public away if approached by livestock on a guided walk.

- 4.4 Oversee the work of Assistant and Seasonal Assistant Rangers, Apprentices and occasionally volunteers helping with ranger duties e.g. if a volunteer helps staff the mobile unit out in the National Park

5 Decision making

- 5.1 Line manager sets targets and objectives in discussion with the post holder.
- 5.2 Will act on their own initiative and make day to day decisions relating to the delivery of ranger activities and community projects. In the line manager's absence, decisions outside of the post holder's own knowledge area should be referred to other managers.
- 5.3 Will make decisions about the most effective ways to manage their own workload which can involve reconciling competing interests in accordance with the NPA's aim to develop continuously to achieve excellence.
- 5.4 As a public facing role, some actions and decisions may affect how the NPA is perceived by some individuals. Guidance and training is given to assist in these situations.

6 Operational responsibility

- 6.1 Responsible for the delivery of engagement activities in their area of the New Forest, as agreed with the line manager
- 6.2 Responsibility for volunteers assisting with ranger duties.
- 6.3 Occasional access to sensitive and confidential information requiring a clear understanding of why such information is not yet in the public domain.

7 Communication

- 7.1 The postholder will be skilled in communicating to a wide range of audiences, especially the users of the National Park (residents and visitors, including young people). They must be able to recognise when to adapt style to suit their audience.
- 7.2 Requires written skills using plain English in reports and correspondence and oral and interpersonal skills when dealing with people from different organisations and communities, including partner organisations, members/councillors, local community groups, the media and the general public.
- 7.3 Internal 35% External 65%

8 Working conditions

- 8.1 Work from an office base but will be required to spend much of their time elsewhere within and just outside the boundary of the National Park.
- 8.2 A need to work early or late in the day, at weekends and on Bank Holidays, to enable effective engagement with target audiences, with up to 30 such days a year, taking account of visitor patterns and event programmes.
- 8.3 This post will involve working with young people or vulnerable adults and will require appropriate checks.
- 8.4 The position may involve contact with people with differing views to the NPA's policies, plans and objectives.

8.5 Requires regular lone working in relatively remote locations; woodlands, heathland and the coast. Risks are assessed and mitigated against in accordance with NPA policies.

9 General

9.1 The post holder must at all times carry out his/her responsibilities with due regard to NPA policy and procedures.

9.2 All staff have a responsibility to participate in the NPA Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

10 Confidentiality

10.1 In the course of your employment you will have access to confidential information relating to NPA business. You are required to exercise due consideration in the way you use such information and should not act in any way prejudicial to the NPA's interests. Information which may be included in the category which requires extra consideration covers both access to and the general business of the NPA and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your manager before communicating such information to any third party.

11 Health and safety

11.1 Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under the NPA and departmental Health and Safety policies, and to maintain awareness of safe practices and risk assessment.

12 Financial regulations

12.1 All staff are responsible for security of the property of the NPA, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the NPA's financial procedures.

13 Job description agreement

13.1 The above Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder
signature:** _____

Date _____

**Manager
signature:** _____

Date _____

Person Specification

Ranger Recreation Management and Learning

No	Criteria	Essential	Desirable	Assessed by
	<p>Education / qualifications</p> <p>A degree or HND in countryside management or related discipline or equivalent qualification/experience</p> <p>Have or be prepared to obtain a first aid certificate</p>	<p>Y</p> <p>Y</p>		<p>A</p> <p>A / I</p>
	<p>Experience</p> <p>Demonstrable experience in a similar role</p> <p>Experience of dealing with members of the public</p> <p>Experience of leading countryside events or outdoor education sessions</p> <p>Experience of access improvements and habitat management</p> <p>Experience of working with partner organisations from the public, private and/or voluntary sectors</p>	<p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p>	<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p>
	<p>Knowledge</p> <p>Knowledge of the natural and cultural heritage of the New Forest National Park</p> <p>Knowledge of health and safety issues in countryside locations and risk assessments</p>	<p>Y</p>	<p>Y</p>	<p>A / I / T</p> <p>A / I</p>
	<p>Skills</p> <p>Strong communication, inter-personal and presentation skills. Able to communicate in a way which is easily understood and assists in promoting the key messages of the NPA and partners</p> <p>Excellent organisational skills with ability to manage time and resources to meet work programme deadlines, combining both reactive work and planned initiatives.</p> <p>Good IT skills and knowledge of current systems including Microsoft (Word, Excel, Outlook) with the ability to adapt to new systems</p>	<p>Y</p> <p>Y</p> <p>Y</p>		<p>A / I / T</p> <p>A / I</p> <p>A</p>

No	Criteria	Essential	Desirable	Assessed by
	<p>Impact and attributes</p> <p>Confident and outgoing with the ability to engage easily with the public, colleagues and stakeholders</p>	Y		A / I / T
	Keen team worker, who can share ideas and information with colleagues and seek input to solve problems	Y		A / I
	Valid driving license and own transport	Y		A / I
	Ability to understand the need to treat sensitive information confidentially	Y		A / I
	Public and political awareness in sensitive situations	Y		A / I

Evidence assessed by key:

- A = Application form
- I = Interview
- T = Test / assessment