

Job Description



1 Job details

Job title:	People and Wildlife Ranger (Initially fixed-term for three years with possible extension dependent on funding)
Team:	Ranger
Post number:	P02069
Hours per week:	Up to 37
Grade:	Band 6
Base:	Lymington Town Hall
Accountable to:	Lead Ranger
Responsible for:	Assistant and Seasonal Assistant Rangers, and volunteers helping with ranger duties (likely 3-4 staff)
Indirectly responsible for:	N/A
Budget Responsible Officer (BRO):	No
Car user:	Casual user
Politically restricted:	No
Does this post involve working with children and/or vulnerable people?	Yes – not in one-to-one situations
Membership of professional body required:	No
Key liaisons:	New Forest National Park Authority (NPA), New Forest District Council (NFDC), Forestry England and Camping in the Forest staff and volunteers, members of the public and a range of groups and organisations including wildlife conservation organisations, recreation user groups and landowners.

2 Role summary

- 2.1 To ensure the delivery of an agreed programme of work to help NFDC satisfy requirements of their adopted Recreation Mitigation Strategy for European sites (SPA/SAC/Ramsar).
- 2.2 Line manage the People and Wildlife Team to fulfil the requirements of the NPA (to help deliver its Habitat Mitigation Strategy) and other funding organisations such as Forestry England, New Forest Dog Owners Group and Camping in the Forest (e.g. helping to manage recreation on Crown land, promoting responsible dog walking and adding value to the visitor experience of campers).
- 2.3 To record work done, and report back to funders, demonstrating and promoting the positive impacts achieved.

3 Main duties and responsibilities

- 3.1 Help recruit, induct, train, set work programmes and appraise the work of assistant and seasonal assistant rangers, creating a can-do, creative and supportive team-working ethos.
- 3.2 Raise awareness of the importance and sensitivity of protected wildlife species and their habitats within the designated sites, especially amongst people who visit or are likely to visit, so that they can enjoy them and reduce the potential for negative recreational impacts.
- 3.3 Increase visitors' understanding of the potential negative impacts of recreation on protected wildlife and habitats (especially disturbance through dog walking) and encourage responsible behaviour that avoids such impacts.
- 3.4 Record and report illegal recreation-related activities (e.g. out of control dogs, fly-tipping).
- 3.5 Working with land managers, promote the use of alternative recreational greenspace sites and recreational walking routes as alternative destinations to designated sites.
- 3.6 Plan a programme of activities, events and guided walks for delivery by the People and Wildlife team, assisted by experienced NPA Rangers where necessary, to increase awareness and promote responsible behaviour by local people and visitors, encouraging caring attitudes towards the New Forest.
- 3.7 Develop and distribute promotional and educational material.
- 3.8 Develop and contribute to visitor monitoring, including recording instances of recreational impacts and conducting visitor surveys and questionnaires.
- 3.9 Work with landowners and managers of both designated and alternative recreation sites to assess visitor infrastructure and the practical experience of visitors to identify on-the-ground improvements.
- 3.10 This role and its direct reports are fully or largely funded outside of core NPA funds, so the postholder will be fully appraised of the expectations of all funding organisations and be able to fulfil them.
- 3.11 Work with other providers of Ranger services operating in the area (e.g. Forestry England and Bird Aware Solent) to achieve maximum effectiveness of these services to mitigate the impact of recreation on designated sites and promote alternative destinations.
- 3.12 Build good working relationships with local communities, interest groups and partner organisations to identify and develop joint projects that contribute to and celebrate the benefits of responsible recreation.
- 3.13 Develop an up-to-date knowledge of the New Forest and of who does what in and around the National Park to enable questions to be dealt with appropriately and to promote a positive and professional image of the partnership working between local organisations with a remit for managing recreation.
- 3.14 Collate records of work done, numbers of people engaged with and any other agreed performance indicators and, in liaison with the Lead Ranger, provide reports to funding organisations and contribute to NPA reporting procedures.
- 3.15 Keep secure and maintain in a safe, clean condition all materials, equipment and vehicles used.
- 3.16 Follow all health and safety and lone working procedures, including carrying out risk assessments for activities and administering first aid where necessary.

- 3.17 Undertake other duties commensurate with the post as may reasonably be requested from time to time.

4 Problem solving

- 4.1 The different funding organisations will have differing motivations, expectations and processes, requiring competent planning and monitoring of activities and political awareness when reporting on achievements
- 4.2 High standards of customer care and the management of staff with seasonally-varied workloads will require careful judgement and prioritisation of tasks within the team.
- 4.3 Up-to-date knowledge of the New Forest and work on recreation management is required to deal effectively with enquiries, referring to senior/more experienced staff if unsure.
- 4.4 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) and will provide direction to their team when required.

5 Decision making

- 5.1 Line manager sets targets and objectives in discussion with the postholder.
- 5.2 Make day to day decisions in managing the team acting on own initiative, referring more difficult decisions to the line manager.
- 5.3 As a public facing role, some actions and decisions may affect how the NPA is perceived by some individuals and organisations that fund the team's work. Guidance and training is given to assist in these situations.

6 Operational responsibility

- 6.1 In discussion with the line manager guide the team to plan, create and deliver agreed activities for the public in a safe and engaging way.
- 6.2 Line management responsibility for a small team of Assistant Rangers.
- 6.3 The post holder will occasionally oversee volunteer assistants whilst out on site, e.g. if a volunteer helps staff the mobile unit out in the National Park.
- 6.4 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 Skilled in communicating with a range of audiences, especially the users of the National Park (residents and visitors, including young people) and staff from other organisations. They must be able to recognise when to adapt their communication style to suit their audience.
- 7.2 Competent at engaging with multiple funding organisations taking into account their differing motivations and expectations.
- 7.3 Requires written skills using plain English in reports and correspondence and oral and interpersonal skills when dealing with people from different user groups, members/councillors, local community groups, the media and the general public.
- 7.4 Internal 35% External 65%

8 Working conditions

- 8.1 Work from an office base but will spend much of their time outside, both within the boundary of New Forest National Park and elsewhere within the NFDC area.
- 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 may involve working with young people or vulnerable adults and may 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 some 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 Job description agreement

- 10.1 The Job Description and Person Specification 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's
signature:**

Date _____

**Manager's
signature:**

Date _____

Person Specification

People and Wildlife Ranger

Criteria	Essential	Desirable	Assessed by
Education / qualifications			
HND (or similar qualification) in countryside management (or related subject) or equivalent in terms of experience	Y		A
Have or be prepared to obtain a first aid certificate	Y		A / I
Experience			
Experience in line management	Y		A / I / T
Experience of dealing with members of the public	Y		A / I
Experience of running countryside events	Y		A / I
Experience of visitor management within a National Park or countryside site	Y		A / I
Experience of working in partnership with organisations from the public, private and/or voluntary sectors	Y		A / I
Experience in risk assessment		Y	A / I
Knowledge			
Knowledge of the wildlife of the New Forest, especially birds and including coastal ecology	Y		A / I
Knowledge of European and UK legislation and policies which apply to New Forest designated sites		Y	A / I
Knowledge of health and safety issues in countryside locations	Y		A / I
Skills			
Strong communication, inter-personal and presentation skills	Y		I / T
Highly motivated, able to work with minimal supervision, good organisational skills with ability to deliver work to deadlines	Y		A / I
Good IT skills including Microsoft (Word, Excel, Outlook) with the ability to adapt to new systems	Y		A / I
Demonstrates good customer service skills to interact effectively and professionally with external and internal customers		Y	A / I
Ability to present well-reasoned reports	Y		A / I

Criteria	Essential	Desirable	Assessed by
Impact and attributes			
Confident and outgoing with the ability to develop constructive working relationships with colleagues and stakeholders	Y		A / I / T
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