

Job Description



1 Job details

Job title:	Assistant Ranger
Team:	Ranger
Post number:	TBC
Hours per week:	37
Grade:	Band 4
Base:	Town Hall, Avenue Road, Lymington
Accountable to:	People and Wildlife Ranger
Responsible for:	N / A
Budget Responsible Officer (BRO):	No
Car user:	Casual – use of NPA mobile information unit / pool vehicles
Politically restricted:	No
Does this post involve working with children and/or vulnerable people?	Yes (not on a one-to-one basis)
Key liaisons:	New Forest National Park Authority (NPA) staff, New Forest campsite staff, Forestry England staff and volunteers, partner organisations, local businesses and accommodation providers and the public.

2 Role summary

- 2.1 To assist the NPA to satisfy the requirements of the adopted strategy, *Mitigating recreational impacts on New Forest designated sites*.
- 2.2 To help people enjoy and understand the special qualities of the National Park and encourage caring attitudes towards the New Forest.
- 2.3 Engage with Forest users to raise awareness of, and help reduce, the potential negative impacts of recreation on the integrity of the New Forest internationally designated sites.

3 Main duties and responsibilities

- 3.1 Assist the team of rangers to deliver a schedule of public activities, events and guided walks in and around the New Forest to engage with local people, visitors and organised groups and help them to enjoy and understand the natural beauty, biodiversity and cultural heritage of the National Park.
- 3.2 As guided by the rangers, plan, create and deliver a programme of seasonal engagement activity sessions. Add value to the visitor experience and encourage caring attitudes towards the New Forest in sensitive areas and at key recreation sites, including campsites in and around the New Forest National Park.

- 3.3 Assist the team of rangers with the delivery of seasonal ranger patrols, including raising awareness of ground nesting birds, fire watch and reporting potentially damaging behaviour.
- 3.4 As directed by the rangers, increase understanding of the potential negative impacts of recreation by communicating the “New Forest Code” and encouraging responsible behaviour.
- 3.5 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, from new housing developments and visitor accommodation within the National Park.
- 3.6 Assist with the development and distribution of promotional and educational material.
- 3.7 Assist the NPA rangers, Forestry England rangers and New Forest campsite staff with other promotional activities as the need arises.
- 3.8 Assist NPA officers with leading volunteer tasks, including footpath vegetation clearance and habitat management.
- 3.9 Maintain records of work done and numbers of people engaged with. Contribute to NPA reporting procedures including a draft end of season report to be agreed by the line manager.
- 3.10 Undertake other duties commensurate with the post as may reasonably be requested from time to time.

4 Problem solving

- 4.1 Deal effectively with simple enquiries from colleagues and members of the public, referring to more experienced staff if unsure. There are opportunities to enhance knowledge of the New Forest through work with colleagues and partners.
- 4.2 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. For example, adapting a planned activity due to unforeseen circumstances such as changing weather conditions or the presence of livestock.
- 4.3 At times make decisions in situ without opportunity to refer to line manager or other rangers. For example, responding to a first aid incident or being confronted by an aggrieved member of the public.
- 4.3 Occasionally supervise volunteer assistants, apprentices and seasonal rangers.

5 Decision making

- 5.1 The line manager will set targets and objectives with consideration to the skills and knowledge of the post holder.
- 5.2 Make day to day decisions on the delivery of an agreed work programme, including at times acting on own initiative, with or without being able to refer to line manager or other team members for guidance.
- 5.3 Decide how best to convey key messages as identified through induction, training and as directed by the line manager and other rangers.
- 5.4 As a public facing role, some actions and decisions may affect how the NPA is perceived by the public and partner organisations.

6 Operational responsibility

- 6.1 Keep secure and maintain in a safe, clean condition all materials, equipment and vehicles used.
- 6.2 Responsible for the planning, creation and safe delivery of pre-approved public engagement activities, as agreed with the line manager or other rangers.
- 6.3 Provide first aid cover for events and activities.
- 6.4 Follow all health and safety procedures and adhere to all NPA policies.

7 Communication

- 7.1 Good interpersonal skills are needed with NPA staff and partners, and the post holder will be willing and able to communicate effectively with the general public, including children (70% external, 30% internal)
- 7.2 Delivery of agreed key messages through face-to-face engagement with members of the public. Identify the needs of the audience and tailor the language and level of information provided appropriately.
- 7.3 Occasional access to sensitive and confidential information requiring a clear understanding of why such information is not yet in the public domain.

8 Working conditions

- 8.1 Work is from an office base but much time is spent outside, within and just beyond the boundary of the National Park.
- 8.2 A requirement to work early or late in the day, at weekends and on Bank Holidays, to enable effective engagement with target audiences, taking account of visitor patterns and event programmes. During the school summer holiday period this will include dusk walks resulting in occasional late finishes of 10:00pm.
- 8.3 The work will include some lone working in accordance with the Lone Working Policy. Typical lone working tasks include pre-walking a route in preparation for a guided walk or distributing promotional material to information points.

9 General

- 9.1 The post holder must at all times carry out their responsibilities with due regard to NPA policy and procedures.
- 9.2 All staff have a responsibility to participate in the NPA's 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 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's
signature:** _____

Date _____

**Manager's
signature:** _____

Date _____

Person Specification

Assistant Ranger

Criteria	Essential	Desirable	Assessed by
Education / qualifications			
Good general education to GCSE level (or equivalent) or comparable in terms of experience	Y		A
Valid driving license	Y		A / I
Have or be prepared to obtain a first aid certificate	Y		A / I
Experience			
Experience in a similar role		Y	A / I
Experience of dealing with members of the public	Y		A / I
Experience of assisting with countryside events and/or outdoor education sessions		Y	A / I
Knowledge			
Knowledge of the natural and cultural heritage of the National Park		Y	A / I / T
Skills			
Strong communication and inter-personal skills with the ability to adapt to audience needs	Y		I / T
Good organisational skills with ability to use own initiative when required	Y		A / I
Good IT skills and knowledge/awareness of current systems including Microsoft (Word, Excel, Outlook)		Y	A / I
Impact and attributes			
Ability to develop constructive working relationships	Y		A / I / T
Be willing and able to approach, be approached by, and talk with, members of the public about the New Forest and the work of the NPA	Y		A / I / T
Keen team worker, who can share ideas and information with colleagues	Y		A / I
Ability to understand the need to treat sensitive information confidentially	Y		A / I

Evidence assessed by key:

A = Application form

I = Interview

T = Task