

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Ranger Services Manager		
<b>JOB TITLE No.</b>		<b>POST No.</b>	
<b>GRADE:</b>		<b>SCP RANGE:</b>	
<b>SECTION:</b>	Green Spaces	<b>DIRECTORATE:</b>	Corporate Services
<b>POST LOCATION:</b>	Parklands Area (1 x North and 1 x South)		

<b>CRB REQUIREMENT:</b>	YES	<b>CRB LEVEL:</b>	Enhanced
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<b>ACCOMMODATION:</b>	N/A
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<b>DRIVER'S LICENCE &amp; BUSINESS USE INSURANCE REQUIREMENTS:</b>	Casual user
<b>CAR ALLOWANCE:</b>	N/A Casual user allowance
<b>BUDGET LEVEL:</b>	N/A

<b>REPORTING TO:</b>	Parklands Manager	<b>POST No.</b>	100337
<b>RESPONSIBLE FOR:</b>	Ranger       Assistant Rangers MSO/Customer Service Officer (WDC) Angling and Waterbodies Officer	<b>POST No.</b>	100110 100111 100112 100120 100124 100117 100122 100173 100123

<b>POLITICALLY RESTRICTED POSTS:</b>	N/A
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### PURPOSE OF ROLE

To manage and develop open spaces of the Park (natural and built up heritage areas), with a focus on specific Nature Reserves and in accordance with agreed service level specifications.

Responsible for the day-to-day management of Green Spaces operations and supervision of Ranger Team.

To deputise for the Head of Parklands in their absence, in regards to the Open Spaces.

To participate in all activities necessary to promote the safe use and enjoyment of the Park by visitors whilst maintaining a balance between recreational use and nature conservation.

To be responsible for the management and supervision of Rangers, Assistant Rangers and Information Assistants in a designated geographical area

To work with Comms and marketing to deliver promotion of the Open spaces and activities

To continue income generating opportunities for the Open spaces

### **KEY RESPONSIBILITIES AND DUTIES**

#### **PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)**

- To ensure delivery of a first-class level of service, including establishing and maintaining good relations with visitors through effective communication both in person and via Green Spaces employees.
- To ensure delivery of agreed standards and service levels in all areas.
- To deliver Greenflag and London in bloom accreditation awards
- To monitor and manage the use of the Park by visitors, patrol designated sites and provide assistance to Park visitors, including responding to any on-site emergencies and ensuring compliance with Park Byelaws.
- To assess and act upon visitor feedback through arrangement of community engagement forums
- To work with the events team on the pre and post production of major park events and develop and deliver an events programme, including small community events and to deliver events and presentations outside normal working hours to external groups and to attend other forums and community meetings.
- To develop and deliver education programmes in co-operation with the Youth and Schools section, including guided walks and talks.
- To represent the Authority at community groups
- To engage with stakeholders on adjoining land holdings, regarding development and management issues, i.e., Canals and Rivers Trust, Environment Agency, Natural England, neighbouring councils, Network Rail.
- To represent the Park Authority on Members Visits and provide feedback for Park wide development and issues to members.
- To ensure that the Authority's Health & Safety regulations are met by all visitors to the Park.

#### **PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)**

- To ensure adequate supervision and guidance of all Rangers, Assistant Rangers and Information Assistants working in a designated area, including managing conduct, disciplinary and recruitment matters.
- To manage, patrol and monitor designated sites in co-operation with other Rangers and site employees, including ensuring the Authority's Health & Safety regulations are met by all employees on site.

- To ensure development and implementation of the Normal Operations Procedures (NOP).
- To manage the park security contractor
- To ensure the development and implementation of a Quality Management System (QMS) within the section.
- To carry out checks in order to monitor and manage the safety and integrity of the Park's natural and built heritage, including the supervision of contractors in accordance with best value, good management and presentation of the Park, and the submission of Park Tracker reports.
- To manage the induction and training of Ranger service staff inducting supervising conservation and survey volunteers, corporate volunteers and work placements.
- To ensure that all Green Spaces employees have a training matrix and that appropriate training and development is completed both internally and externally.
- To ensure management training development appraisals are kept up to date.
- To contribute to the content of leaflets, brochures and other marketing materials and publications, including the Authority web site, in co-operation with the Marketing Department.
- To work with senior managers in all departments throughout the Authority.
- To work in partnership with corporate departments on specific projects (e.g. promotion of the Park), including contributing to other Authority departments' achievement of targets linked to Green Spaces
- To take on Senior Responsible Officer duties this is park wide and not area based as part of a rota system which includes:
  - (a) To act as first point of contact for incidents that require enforcement of the Byelaws or liaison with the Police, park security officers and emergency services
  - (b) To take management responsibility for employees who are working outside normal office hours and at weekends or Bank Holidays.

#### **FINANCIAL RESPONSIBILITIES**

- To manage performance against the agreed budget, including overseeing staffing levels and contractor work.
- To develop the Section's activities and sites to maximum usage and income.
- To produce orders and process invoice payments using the Authority's electronic finance system (Efin) and to reconcile petty cash.
- To review and administrate (plan, book, schedule and invoice) repair and renewal work, including contractor work.
- To keep accurate stock of supplies, to raise and follow up on purchase orders when required.
- To plan and submit Business Development projects.
- To assist the Head of Parklands with monitoring and controlling agreed budgets and corporate financial objectives.

#### **OTHER RESOURCES RESPONSIBILITIES**

- To plan and carry out infrastructure audits in order to write and update Risk Assessments, Fire Risk Assessments, Risk Reduction Plans and Emergency Action Plans and to maintain and develop sites towards national awards e.g. Green Flag and Quest.
- To write, develop & deliver site management plans.

- To carry out minor routine repairs and maintenance of open spaces in accordance with good management and presentation of the Park, including Maintenance Performance Guide (MPG) checks and implementing and monitoring the Ground Maintenance specification.
- To monitor and manage wildlife habitats and species in accordance with the Park's Biodiversity Action Plan (BAP) and to help deliver the Parks Biodiversity Action Plan
- To maintain tools, equipment and vehicles to a high standard in order to ensure uninterrupted service.
- To Deliver Higher-level stewardship
- Deliver Volunteers Program for the Open spaces
- To work with Event team to deliver Large scale events across the Open spaces
- To develop small scale events program, i.e. guided walks community events
- To maintain an accurate administration for all activities, including record keeping, filing and incident reporting.

#### **GENERAL**

- The above duties may be varied.
- Carry out all duties with regard to relevant legislation and the Authority's policies and procedures including:-
  - The Authority's Health & Safety Policy
  - The Authority's Standing Orders and Financial Regulations
  - The Authority's Equal Opportunities Policy and related policies
  - The Authority's Environmental protocols and related policies

### **KEY CONTACTS**

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> <li>• Head Of Parklands / Corporate Director: Manager for guidance and work planning.</li> <li>• The Authorities Management Team providing specialist knowledge and information and advice</li> <li>• Rangers, Assistant Rangers, Information Assistants, volunteers and contractors as supervisor to provide guidance and co-ordinate and plan work.</li> <li>• Other Authority employees (Youth &amp; Schools, Marketing and on-site) as colleague for joint projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors to the Park to provide information and guidance.</li> <li>• General public to deal with all complaints, provide information and guidance</li> <li>• Employees of external stake holder organisations, professional bodies and NGBs to provide co-operation, information and ensure set standards are met</li> <li>• External partners to maintain relationships and ensure adherence to applicable regulations and legislation.</li> <li>• Trust Employees, to maintain relationships, provide advice and management support, and respond traveller incursions</li> </ul>

<b>STANDARD KEY COMPETENCIES FOR MANAGERS</b>
<ul style="list-style-type: none"> <li>• 1-2-1 meetings with direct reports are undertaken at least at 6 weekly intervals (noted)</li> <li>• Appraisals are conducted in line with Authority policy and procedures</li> <li>• Sickness levels are monitored and reduced year on year. Return to work interviews conducted and noted</li> <li>• Compliance with all corporate policies and procedures</li> <li>• Section budgets achieved in line with business plans; compliance with corporate requirements</li> </ul>

**The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.**

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

#### **Sign off for Job Description and Person Specification**

<b>Job Description/Person Specification</b>	<b>Post Title</b>	<b>Date signed off</b>
JD/PS Prepared by line manager		
JD/PS Agreed by second line manager		
JD/PS Agreed by HOS/AD by	<b>J Carney</b>	
Consultation with post holder conducted by:		

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Ranger Services Manager		
<b>JOB TITLE No.</b>		<b>POST No.</b>	

KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
Knowledge	Knowledge
<ul style="list-style-type: none"> <li>• Literate at a level that enables following procedures for a range of tasks, some of which can be complex in order to write management plans, interpretation materials, keep the Authority web site up to date, take minutes, write contracts and other technical documents e.g. risk assessments.</li> <li>• Numerate at a level that enables following procedures for a range of tasks, some of which can be complex, in order to carry out straightforward financial tasks, order supplies and plan work.</li> <li>• Computer literate at a level that enables execution of tasks, some of which can be complex, with administrative and financial software.</li> <li>• Practical knowledge of bookkeeping and financial regulations, procedures and systems.</li> <li>• Working knowledge of effective and efficient supervision practices.</li> <li>• Working knowledge of risk management practice.</li> <li>• Working knowledge of Health &amp; Safety and child protection regulations and legislation.</li> <li>• Practical knowledge of the use of machinery and equipment related to horticulture and conservation.</li> <li>• Knowledge of Green Flag, and London in Bloom Award process.</li> <li>• Extensive expert knowledge of conservation and Land management</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of conservation legislation and regulations and their enforcement.</li> </ul>

<b>Qualification</b>	<b>Qualification</b>
<ul style="list-style-type: none"> <li>Land management qualification at degree level or a related discipline or equivalent in experience and/or qualification.</li> </ul>	Project Management IOSSH Managing safely
<b>Experience</b>	<b>Experience</b>
<ul style="list-style-type: none"> <li>Significant operational experience of managing both People and resources in the Countryside, parks, and open spaces environments</li> <li>Demonstrable experience with independent experience with independent management or responsibility of budgets and orders, including forecasting and operation of financial systems</li> <li>Verifiable experience of administrative responsibilities and working with financial regulations.</li> <li>Experience of planning and managing projects.</li> <li>Proven experience or working in a multi-cultural or multi-ethnic environment.</li> <li>Proven experience of facing customers and/or providing customer services.</li> <li>Demonstrable experience of enforcing legislation and regulations.</li> <li>Experience of working with volunteers and community groups.</li> </ul>	
<b>Problem Solving / Decision Making + Mental Skills</b>	<b>Problem Solving / Decision Making + Mental Skills</b>
<ul style="list-style-type: none"> <li>Demonstrable ability to identify, analyse and solve varied problems and develop solutions independently.</li> <li>Verifiable ability to organise own work both independently and on the basis of instructions.</li> <li>Ability to delegate work and manage results.</li> <li>Demonstrable experience of effectively dealing with complex, sensitive and varied customer demands.</li> </ul>	
<b>Communication</b>	<b>Communication</b>
<ul style="list-style-type: none"> <li>Demonstrable ability to exchange information concisely and intelligently, either written or orally, with a varied audience.</li> </ul>	

<ul style="list-style-type: none"> <li>• Proven ability to act conciliatory and be results-focused in disputes.</li> <li>• Verifiable ability to negotiate, influence or persuade for results.</li> <li>• Proven ability to train colleagues in their tasks and achieve lasting results.</li> <li>• Demonstrable ability to convey complex subject matter intelligibly to a wide variety of audiences.</li> <li>• Proven ability to resolve conflict decisively whilst acting in the employer's best interest and in compliance with legal requirements</li> </ul>	
<b>Physical skills</b>	<b>Physical skills</b>
<ul style="list-style-type: none"> <li>• Proven ability to work a keyboard with dexterity and precision for several hours at a time.</li> <li>• Proven ability to drive a car responsibly and safely.</li> <li>• Demonstrable ability to use horticultural and conservation tools and equipment responsibly and safely.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable ability to drive vehicles other than cars (tractors, motorboats) responsibly and safely.</li> <li>• Proven ability to use firearms responsibly and safely.</li> </ul>

<b>Other requirements</b>	<b>Other requirements</b>
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<ul style="list-style-type: none"> <li>• First Aid qualification.</li> </ul>