

Job Description



1 Job details

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| Job title: | Seasonal Assistant Ranger (Fixed-term to September 2020) |
| Team: | Ranger |
| Directorate: | Recreation Management and Learning |
| Post number: | P02128 |
| Hours per week: | 37 |
| Grade: | Band 2 |
| Base: | Town Hall, Avenue Road, Lymington |
| Accountable to: | Lead Ranger |
| Responsible for: | N / A |
| Budget Responsible Officer (BRO): | No |
| Car user: | Casual – use of NPA mobile information units / pool vehicles |
| Politically restricted: | No |
| Does this post involve working with children and/or vulnerable people? | Yes |
| Key liaisons: | New Forest National Park Authority (NPA) staff, Camping in the Forest staff, Forestry England staff and volunteers, partner organisations, the public. |

2 Role summary

- 2.1 To help deliver a programme of activities, events and guided walks to help people enjoy and understand the special qualities of the New Forest National Park and encourage caring attitudes towards the New Forest.
- 2.2 To engage with Forest users to help reduce the negative impacts of recreation, including disturbance to ground nesting birds.

3 Main duties and responsibilities

- 3.1 Assist the team of rangers to deliver a schedule of public activities, events and guided walks around the New Forest to engage with local people, visitors and organised groups, helping them to enjoy and understand the natural beauty, biodiversity and cultural heritage of the National Park.
- 3.2 Communicate key 'Caring for the New Forest' messages related to issues such as animal safety, litter and wildlife disturbance (specifically ground nesting birds) as directed by the rangers.
- 3.3 As guided by the rangers and campsite staff, plan, create and deliver a programme of seasonal engagement activity sessions adding value to the visitor

experience and encouraging caring attitudes towards the New Forest at Camping in the Forest sites in the New Forest National Park.

- 3.4 Maintain records of work done and numbers of people engaged with and contribute to NPA reporting procedures including a draft end of season report to be agreed by the line manager.
- 3.5 Assist the NPA rangers, Forestry England rangers and Camping in the Forest staff with other promotional activities as the need arises.
- 3.6 Undertake other duties commensurate with the post as may reasonably be requested from time to time

4 Problem solving

- 4.1 Good knowledge of the New Forest is needed to deal effectively with simple enquiries, referring to more experienced staff if unsure.
- 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 and referring to line manager or other rangers as necessary e.g. safely moving members of the public away if approached by livestock on a guided walk.
- 4.3 Occasionally oversee volunteer assistants whilst out on site, e.g. if a volunteer helps staff the mobile unit out in the National Park.

5 Decision making

- 5.1 The line manager will set targets and objectives but the postholder will act on his/her own initiative on occasion referring to the line manager or other team members for guidance.
- 5.2 Make day to day decisions on delivering an agreed work programme.
- 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 some individuals.

6 Operational responsibility

- 6.1 Follow all health and safety procedures and adhere to all NPA policies.
- 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.

7 Communication

- 7.1 Good interpersonal skills needed with NPA staff and partners and confidence in communicating 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 using appropriate level of information tailored to their audience.

8 Working conditions

- 8.1 The post holder will work from an office base but will spend much of his/her time outside, within and just beyond the boundary of the National Park.

- 8.2 The post holder will need to work regular evenings, weekends and bank holidays. During the school summer holiday period this will include dusk walks resulting in regular late finishes of 10:00pm up to three days a week.
- 8.3 The work may include some lone working e.g. route checking for a public walk from a campsite or car park

9 General

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

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.
- 10.2 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 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's
signature:** _____

Date _____

**Manager's
signature:** _____

Date _____

Person Specification

Seasonal 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 |
| 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 |
| Skills | | | |
| Strong communication and inter-personal skills | 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 | | | |
| Confident and outgoing with the ability to develop constructive working relationships | Y | | A / I |
| Keen team worker, who can share ideas and information with colleagues | Y | | I |
| Valid driving license | 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