

Job description - Parking Ranger (PB6A)

Job summary

The aim of the New Forest Parking Team is to:

- support a smooth customer journey, including payment and car parking experience.
- support the sustainable financing of our work to care for the land we manage through the enforcement of car park charges.
- protect sensitive habitats from damage caused by irresponsible car parking, including outside of official car parks.
- connect people to Forestry England through high quality customer service, positive engagement, and the sale of memberships.
- support the work of our wider ranger team to care for the land we manage.

The Parking Ranger will provide a positive visitor experience by engaging with the public, enforcing parking charges and prohibited parking, whilst helping to maintain car parks and associated recreation facilities. The role plays a vital part in protecting the New Forest's landscapes and wildlife, while also ensuring that essential income is generated through effective car park charging.

Key contributions include:

- protecting sensitive habitats by monitoring and preventing unauthorised parking.
- supporting visitor enjoyment by helping to maintain recreation facilities and ensuring car parks remain safe and welcoming.
- promoting compliance with parking regulations through clear, fair and accurate legal enforcement.
- providing friendly, accurate information to visitors to enhance their understanding and enjoyment of the New Forest.
- providing a visible presence and clear and accurate customer service to members of the public - being the customer and stakeholder front line for Parking and other enquiries in a forest with 15m visitors p.a.

Key responsibilities & accountabilities

Customer & Public Support

- represent Forestry England by providing a visible presence to ensure a positive visitor experience.
- be a visible presence to support public acceptance of parking charges.
- answer questions from visitors and give information in an inclusive, positive and friendly way.
- promote and enable visitors to buy Forestry England membership on-site through the use of a hand-held device.
- answer customer and stakeholder enquiries about the introduction of parking charges.

Enforcement of car park charges

- undertake the monitoring and issuing of Parking Charge Notices to vehicles which have contravened the New Forest Parking Terms and Conditions, in line with the guidelines set out by Forestry England's National Parking Team, our parking enforcement supplier and the British Parking Association.
- undertake legal parking enforcement within recognised areas, such as car parks (non-payment) and prohibited areas (no parking areas) such as gateways, roadside verges and access roads.
- enforcement within car parks will involve the use of a hand-held device to photograph and record vehicle registration numbers. Parking Charge Notices (PCNs) will be issued by post where necessary.
- in areas outside official car parks, where parking is prohibited, the issue of PCNs will be directly onto vehicle windscreens.
- the post holder may be required to wear and operate a Body Worn Video camera while carrying out parking enforcement duties.
- ensure enforcement is carried out in accordance with legal guidance and is fair and accurate, to ensure complaints and challenges are minimised.

Responsible visitor enjoyment

- deliver appropriate messages to the public about responsible visitor behaviour, and professionally manage and resolve potential conflicts.
- engage neighbouring landowners to address displacement parking and discuss/propose possible solutions in order to maintain environmental standards, as set out in the HRA Monitoring and Mitigation Strategy.
- plan and run public engagement/education and enforcement activity to ensure responsible visitor behaviour and acceptance of parking charges by stakeholders, residents, business community and visitors.
- represent Forestry England by interacting with and seeking engagement opportunities with complex groups of stakeholders, including the National Park Authority and Commoners (to protect their grazing).
- supervise the installation, repair and maintenance of parking infrastructure by external contractors and suppliers on site, including management of health and safety. This will include the supervision of roadside verge protection works where the post-holder has identified a problem with displacement parking and associated environmental damage, as required by the HRA Monitoring and Mitigation Strategy for all roadside verge habitat in the New Forest SPA.
- help ensure visitors enjoy the New Forest responsibly by legally enforcing Public Spaces Protection Orders (PSPOs) through the issue of fixed penalty notices (after training and authorisation). These ban the lighting of fires of any type, including barbeques, and the placing/ throwing/ dropping of items likely to cause a fire, such as lit cigarettes. They also ban the feeding and petting of ponies or donkeys.

Operations & Equipment Management

- ensure the continuous operation of parking payment infrastructure and technology. Troubleshoot and carry out maintenance of parking infrastructure using hand tools.
- ensure that car park charging signs remain visible and in good repair to enable the legal enforcement of parking charges. Carry out repairs/replacement of signs using hand tools and spares kept in the works vehicle.
- arrange the servicing and repair of car park machines and signs, ordering supplies and supervising external contractors and suppliers on site.
- work closely with the South District team and communicate with other staff to ensure smooth handovers and consistent messaging.
- carry out the cleaning of signs and car park payment machines.
- carry out minor repairs of signs and parking infrastructure.
- ensure H&S compliance of parking charging infrastructure and facilities is monitored and well-managed.

Visitor facilities

- report fly-tipping and abandoned vehicles.
- visually check car parks and associated recreation facilities and report any issues/tape off hazards.
- monitor and report car park surface maintenance requirements.
- litter-pick in and around car parks as necessary.
- check and report toilet cleaning/ maintenance issues.
- lock/unlock toilets and gates/barriers as necessary.
- close/open car parks in case of hazards/ maintenance operations.
- top up and tidy publications and leaflet dispensers as necessary.

Carry out other related tasks reasonably requested by your line manager.

Location-specific information

This role is primarily based in the New Forest. However, the post holder may be required to assist and work at other parking sites within the South Forest District.

A full UK driving licence is essential. Daily travel between sites within the New Forest is required. Travel to other locations may be required for training or operational purposes.

Skills, knowledge & experience

Essential professional and technical experience

- willingness and ability to work outdoors in all weathers and to carry out manual tasks.
- knowledge of basic health and safety requirements when working outdoors.
- experience of working in a customer facing role, including experience of handling complaints and enquiries in a polite, positive, inclusive and informative way.
- proven ability and willingness to work both alone and as part of a team, communicating regularly and sharing responsibilities.
- ability to use handheld electronic devices or mobile apps for operational tasks.
- competence in using email, basic Microsoft Office applications, and reporting tools.
- ability to monitor and enforce rules or regulations with tact and professionalism.
- experience of handling potentially challenging situations or conflict calmly and appropriately.
- ability to carry out basic maintenance, cleaning, or repairs of equipment and facilities.
- experience of recording and reporting incidents accurately.
- ability to drive a vehicle for work purposes.
- this is a customer-facing role, and therefore requires a high level of fluency in spoken and written English to ensure clear and effective communication.

Desirable professional and technical experience

- a working knowledge of risk assessments and safe working in an outdoor setting.
- previous experience of working in parking operations and/or enforcement, facilities management, or countryside site management.
- experience of working in an enforcement role involving issuing notices or penalties.
- awareness of environmental protection issues and the importance of safeguarding sensitive habitats.
- understanding of Public Spaces Protection Orders (PSPOs) and their enforcement.
- experience of promoting or selling products/memberships in a customer-facing environment.
- experience of collaborating with enforcement agencies or contractors.
- first Aid training or certification.
- basic repair and maintenance skills for signs, payment machines, or other site infrastructure.