

Job Description - Recreation Ranger (PB6a)

Job summary

As a Recreation Ranger, you will play a key role in delivering an outstanding visitor experience at Haldon Forest Park. Working both independently and alongside the wider Visitor Services team, you will help ensure sites remain safe, welcoming and well maintained. Responsibilities include inspecting and maintaining facilities, building effective relationships with site partners, monitoring service delivery contracts, and supervising staff, contractors and volunteers. This role involves regular weekend and public holiday working to support the visitor offer.

Key responsibilities & accountabilities

Provide a built estate that is fit for purpose for all users

- Carry out facility and trail inspections and ensure that defects are properly recorded and rectified in a timely manner.
- Carry out maintenance tasks and engage with contractors where necessary.
- Liaise with and support the local Civil Engineer, Buildings Surveyor and Estates Team to aid timely delivery of scheduled works and address any reactive works required.
- Work with the forestry team to ensure that forest operations are carried out safely with minimum disruption to our visitor experience.

Embed a safety-first culture in our teams

- Input incidents and accidents into Work Wallet, collating all relevant information. Such live incidents (lost children, cycle accidents, antisocial behaviour...) will be dealt with professionally and efficiently.
- Ensure personal safety by using Peoplesafe (lone working system) and by carrying out PPE and safety checks, in compliance with policy guidance.
- Use and review risk assessments to ensure safe working practices and safe provision of facilities
- Ensure vehicles, machinery and equipment is properly maintained and service records kept

Increase our capacity and effectiveness through partnership working

- Build good relationships and provide a point of contact for nominated third party businesses that operate on-site by carrying out regular formal KPI and site partner meetings
- Liaise with ticket machine companies to ensure the smooth running of our car parking facilities
- Support Events and Permission holders to increase and improve the recreational offer

Increase our value for money, and maximise opportunities to increase income

- Procure goods and services in line with Forestry England guidance.
- Supervise nominated service contracts, undertaking monthly monitoring
- Help lead in the planning and delivery of business plan objectives within the allocated financial year, with a particular focus on cycling.

- Promote sites and activities in conjunction with the marketing and communications team

Provide everyone with a clear purpose and equip them to do their jobs

- Supervise volunteers, taking responsibility for work parties and potentially looking for opportunities to increase the volunteer offer.
- A Recreation Ranger may be asked to act as supervisor or to support to a Visitor Services Officer (VSO), Recreation Craftsperson, or equivalent officer.
- Oversee management of the visitor welcome, ensuring adequate staffing (VSO or volunteers) during peak periods
- Contribute to regular ranger team meeting to share information and best practise.

The key work areas detailed are the typical duties expected of the role but are not an exhaustive list. And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- Experience of working in an outdoor setting with an emphasis on safety, efficiency, and excellent customer service
- Excellent written and verbal communication skills for liaison with internal and external stakeholders
- Excellent team working skills.
- Competence in the use of MS Office applications and social media platforms.
- A good understanding of relevant health and safety best practice.
- Valid driving license

Desirable

- Proven ability to manage competing demands and prioritise workloads
- Experience of supervising staff or volunteers
- Experience of project and contract management
- A working knowledge of cycling trail grading, design standards and maintenance practices
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Qualifications

Essential

- A degree or HND level qualification, preferably in countryside management or recreation and/or significant relevant experience.
- A minimum of 5 GCSE's grade A-C or equivalent.

Desirable

- A qualification in First Aid at work

