

Job Description - Recreation Ranger - Facilities Management (PB6A)

Job Summary

Moors Valley Country Park and Forest is jointly owned and managed by Dorset Council and Forestry England, working closely with several onsite concessions. The Park has previously won Gold for Large Visitor Attraction in the Southwest Tourism Excellence Awards and is one of two popular visitor centres in the south district for Forestry England.

Moors Valley is one of the most visited attractions in the south with more than 1,000,000 visitors annually enjoying its lakeside walks and bike rides, innovative forest play structures, Tree Top Trail, steam railway, Go Ape, Segways, Nets Adventure and Golf Course. Prized as much by the local community as visiting tourists the park also offers stimulating play facilities, nationally recognised green exercise initiatives, locally sourced restaurant food and an extensive year-round events programme.

As our visitor numbers and demographic continue to grow, Forestry England are committed to continuing to be at the forefront of popular visitor attractions in the south. We are looking for an engaging individual to join the team to lead on managing the unique facilities and provide our customers with a safe and enjoyable day out, to get the very best experience.

As Recreation Ranger - Facilities you will support the Recreation Manager in the day to day running of a busy Forest Centre. The Recreation Ranger will plan, deliver, and supervise work programmes for contractors and staff to ensure compliance, safety and high standards of visitor experience across the busy site.

Your main responsibilities include making sure we have seamless day-to-day visitor operations, our visitors are having excellent experiences and maintaining a welcoming and safe environment for our customers. You will supervise the Craftsperson team to ensure all maintenance and forest management work is undertaken alongside answering visitor enquiries and supporting your direct colleagues on site. A large part of the role is working in partnership with Dorset Council

You will contribute to the overall safety of the visitor experience, drive efficiencies and income generation opportunities.

Key Responsibilities & Accountabilities

In this role, you'll have the opportunity to maintain our recreational facilities focusing on health and safety and forest management. Here's a snapshot of your responsibilities:

- **Be the face of Forestry England:** you'll provide a visible presence for visitors. Maintain a safe and enjoyable Forest Centre: carry out regular inspections of car parks, cycle routes, recreational facilities, and litter management, to ensure a safe and enjoyable environment for all. Ensure defects are properly recorded and add findings to work plans. Build and maintain good relationships with on site partners and third party businesses.
- **Ensure health and safety compliance:** coordinate emergency procedures, complete accident and incident reports, undertake tree safety checks and adhere to health and safety guidelines. Work with the Recreation Manager to ensure risk assessments are being adhered to and that building management procedures and monitoring are in place. Ensure personal safety by using Peoplesafe (lone working) and by carrying out PPE and safety checks, in compliance with policy guidance. Input incidents into the reporting system, collating all relevant information.

- **Working with others:** work closely with volunteers, the wider Forest Centre team, partner organisations and Forestry England colleagues to ensure the smooth day to day running of the site.
- **Delivering at pace:** Working alongside the Recreation Manager and other Recreation Ranger, coordinate and monitor progress of tasks for the craftsperson team and contractors to ensure work is delivered in a timely and safe manner. Carry out maintenance to a variety of facilities including but not limited to play equipment, tracks, fencing, signage and general vegetation management.

And any other tasks, reasonably requested by your line manager in line with the business need.

Location-Specific Information

Flexible working over 7 days a week is required.

Skills, Knowledge & Experience

Essential Professional and Technical experience

- Experience working in a public facing role delivering high-quality customer service
- Experience of practical work in countryside / forest management
- Willingness and ability to work outdoors in all weathers and to carry out manual tasks
- Excellent team working skills and the ability to work with dispersed team members.
- Practical understanding of Health & Safety best practices and a commitment to a positive health and safety culture in an outdoor environment.
- Competent IT user with experience in MS Office suite of applications.

Desirable Professional and Technical experience

- Carpentry skills
- Prior experience managing work plans for a team
- Experience with brushcutter / trimmer and chainsaw operations
- Experience in working around tractors and / or machinery

Qualifications

Essential

- Full UK Driving Licence

Desirable

- Qualifications in Brushcutter / trimmer and chainsaw operations
- Qualifications in 4 x 4 driving and tractor driving in a forest environment.
- First Aid
- Health and safety qualification / Site Safety and Supervision qualification