

## Job description - Recreation craftsperson (PB6B)

### Job summary

As Recreation Craftsperson, you'll be working as an integral part of the Forestry England Alice Holt team to maintain recreation facilities within the forest to ensure that we deliver a high-quality visitor experience. Working across our Forest Centre, you will also work with the wider team to maintain our visitor facilities, making sure our visitors have a smooth, inclusive and enjoyable experience. You will help cultivate a supportive and positive work environment that encourages teamwork, productivity and individual growth.

### Key responsibilities & accountabilities

- promote enjoyable visits to the Alice Holt Forest Centre by ensuring clean, safe, and welcoming environments for visitors
- work as part of the Alice Holt Forest Centre team, showing drive and motivation to improve site and facilities, with a focus on delivering a quality visitor experience
- help to maintain and develop safe facilities whilst balancing recreational activity with other forest activities, such as trail management and wider site projects
- carry out a range of practical maintenance tasks throughout the forest estate, working effectively as a team and, when requested, responding quickly to unexpected work and issues raised by the supervisor or manager
- perform basic inspections and assist in the repair and maintenance of recreation facilities to a high standard, including but not limited to car park infrastructure, walking and cycle routes, litter picking, installation and maintenance of signs, fences, picnic tables, benches, etc
- complete maintenance including using all-terrain vehicles (ATVs), brush cutters, strimmers, tractors and chainsaws
- keep records of inspections, risk assessments and repairs as directed
- perform and collaborate on regular Facility Inspections in line with National and District policies, such as annual tree safety checks to help maintain a safe environment
- be willing to train in first aid and help when needed, contributing to safe and effective visitor support services
- follow Forestry England's procedures for risk assessments and customer service, being consistent and efficient
- maintain strong communication with on-site partners, such as the restaurant and Go Ape, so we have a seamless and cohesive visitor experience
- weekend and Bank Holiday working will be expected with this role.

Any other tasks, reasonably requested by your line manager.

### Location-specific information (optional)

### Skills, knowledge & experience

### Essential professional and technical experience

- relevant experience of practical maintenance in a parks and/or a countryside environment
- ability to work flexibly as part of a team to achieve shared goals
- a familiarity with a range of hand tools and the ability to demonstrate competence in their use
- competent IT user with experience in MS Office suite of applications

### Desirable professional and technical experience

- working knowledge of risk assessments and safe working in an outdoor setting
- experience of working at a visitor attraction in the heritage and or environment sector
- basic DIY experience including the ability to carry out minor maintenance tasks on visitor buildings, signage, trails
- experience of operating electronic admissions or retail till systems
- experience of assisting with the delivery of events and activities

## Qualifications

### Essential

- a full UK driving license
- GCSE in Maths and English or functional skills equivalent/equivalent Engineering subject

### Desirable

- training and certificates (NPTC or equivalent) in chainsaw, clearing saw, brush cutter, and other machine use
- additional experience of machine operations to those stated above
- ATV (sit in)