

Job description - Recreation ranger (PB6A)

Job summary

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 also actively engage with local communities cultivating meaningful relationships and developing recreational opportunities, enhancing volunteer involvement, and answering visitor enquiries. You will contribute to the overall enrichment of the visitor experience, drive efficiencies and income generation opportunities, while strengthening community connections.

Key responsibilities & accountabilities

In this role, you'll have the opportunity to create memorable visitor/community focused experiences, maintain our recreational facilities, and co-ordinate engaging community activities. Here's a snapshot of your responsibilities:

- be the face of Forestry England: you'll provide a visible and welcoming presence for visitors by co-ordinating and supervising day-to-day site activities to ensure a positive and memorable experience.
- maintain safe and enjoyable sites: carry out regular inspections of car parks, cycle routes, and recreational facilities, including play areas and litter management, to ensure a safe and enjoyable environment for all.
- collaborate with staff: support Forestry England staff with public access considerations during planning and implementation of harvesting and conservation operations.
- promote responsible behaviour: deliver appropriate messages about responsible visitor behaviour and professionally manage and resolve potential conflicts.
- strengthen community engagement: develop community involvement and recreation opportunities that create meaningful connections between visitors and the nation's forests.
- support operational programmes: help with project delivery and align with internal guidance and district plans to promote sustainable and responsible forestry practices.
- ensure health and safety: coordinate emergency procedures, provide first aid assistance, complete accident and incident reports, and adhere to health and safety guidelines.
- manage stakeholder relationships: build strong relationships with external partners, tenants, and concession operators. collaborate with local agencies, such as the National Park Authority Ranger Team, to coordinate multi-agency work during peak times and reduce visitor impact and arson risks.
- represent Forestry England: participate in stakeholder meetings, events, and volunteer programmes to showcase the great work of Forestry England and foster community engagement.
- inspire others: plan, lead, and safely manage volunteer groups and programmes connecting volunteers and local communities with the nation's forests.

And any other tasks, reasonably requested by your line manager.

Location-specific information

- regular weekend working required, including bank holidays
- travel to other forest centers may be required
- support provided to the local sustainable land management team
- example shift times - 08:30 to 16:30

Skills, knowledge & experience

Essential professional and technical experience

- experience of working in a public facing role delivering high quality customer service requiring excellent verbal and written communication skills both in person and via a variety of digital platforms.
- willingness and ability to work outdoors in all weathers and to carry out manual tasks
- practical experience of planning and delivering public engagement activities.
- 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

- experience working with various social media platforms.
- experience of project and contract management.
- experience in working with volunteers.

Qualifications

Essential

- full UK driving license.
- A GCSE in Maths and English or functional skills equivalent/engineering subject, or prove equivalent to.

Desirable

- HND or equivalent in land or recreation management, tourism or leisure or similar
- 1st Aid
- health and safety qualification