Forestry England

Job Description advert - Recreation Supervisor (PB6a)

Job Summary

The Recreation Supervisor will be responsible for supervising day-to-day operational delivery and visitor experience, overseeing health and safety, and developing community involvement and recreation opportunities across the district. Engage with communities to develop stakeholder and community relationships, including development of volunteering opportunities, and fielding public enquiries.

Key Responsibilities & Accountabilities

Facilities and Site Supervision:

- Act as the face of Forestry England by providing visible presence through supervising day-to-day site activities to ensure a positive visitor experience.
- Ensure the maintenance and safety of Forestry England sites by carrying out regular site inspections, including car parks, cycle routes, and recreational facilities including emptying bins and litter collection.
- Support Visitor Experience team as required.
- Support Forestry England staff with the implementation and planning of harvesting and conservation operations.
- Deliver appropriate messages about responsible visitor behaviour and professionally manage and resolve potential conflicts.
- Develop community involvement and recreation opportunities.
- Management of small-scale contracts e.g. trail maintenance, in line with public engagement strategy. Support operational programmes including project delivery, in line with internal guidance and district plans.

Health & Safety:

- Coordinate the implementation of emergency procedures across the site, provide first aid assistance and support to emergency services.
- Complete accident and incident reports and adhere to health and safety guidelines.
- Identify and challenge unsafe practices in a professional manner.

Stakeholder management

- Build and maintain good working relationships with external partners, tenants, and concession operators.
- Work with external partners, such as the National Park Authority Ranger Team and the emergency services, to assist with the coordination of patrols during weekends and school holidays to reduce visitor impact and arson risk.
- Represent Forestry England on site and at stakeholder meetings and events, as and when required.
- Plan and lead volunteer groups and programmes.
- Lead on the development and safe management of programmes connecting volunteers and local communities with the nation's forests.

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

Location-Specific Information (optional)

- This role is part of the duty management team at Dalby Forest and includes a requirement to regularly work on weekends, evenings, and bank holidays.
- Support administration of social media and web-based information, providing regular updates on events and site operations.
- Work with the Forestry England Communication Teams and Recreation staff to promote seasonal campaigns.
- Run and support Forestry England's events programme.

Skills, Knowledge & Experience

Essential Professional and Technical experience

- Experience of working in a public facing role.
- Practical manual skills and a willingness to work in an outdoor environment.
- Practical experience of planning and delivering public engagement activities.
- Good understanding of Health & Safety best practices.
- Excellent team working skills and the ability to work with dispersed team members.
- Excellent verbal and written communication skills.
- Competent user of IT particularly in the use of Microsoft applications.

Desirable Professional and Technical experience

- Experience working with various social media platforms.
- Experience in leisure retail operations
- Experience of project and contract management.
- Experience in working with volunteers.

Qualifications

Essential

- Qualification to Higher National Diploma or equivalent level in Countryside Management or relevant Tourism/ Leisure discipline. Alternatively, significant work experience in these areas.
- Full UK driving licence

Desirable

- Keen interest in cycling and the construction of cycle trails
- 1st aid qualification