

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 engage with local communities cultivating meaningful relationships and maintaining recreational opportunities and answering visitor enquiries. You will contribute to the overall safety 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 maintain our recreational facilities focusing on health and safety, engage with stakeholders and co-ordinate community activities. Here's a snapshot of your responsibilities:

- be the face of Forestry England: you'll provide a visible presence for visitors.
- maintain safe and enjoyable sites: carry out regular inspections of car parks, cycle routes, and recreational facilities, 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: manage 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, 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 to coordinate multi-agency work.
- represent Forestry England: participate in stakeholder meetings and events to showcase the great work of Forestry England and foster community engagement.
- Support the implementation of the central district access review

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

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
- 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 of project and contract management.
- experience in working with stakeholders

Location specific

You will be based at our office at Sherwood Pines (NG21 9JL), Market Rasen (LN8 3RQ) or Matlock Moor (DE4 5LH) and will be covering selected sites across Derbyshire, Lincolnshire and south Yorkshire.

Qualifications

Essential

- full UK driving license.
- A GCSE in Maths and English or functional skills equivalent.

Desirable

- HND or equivalent in land or recreation management or similar
- First Aid
- Health and safety qualification