

Job description - Recreation Craftsperson (PB6B)

Job summary

The Recreation Craftsperson will be part of a customer-facing team supporting the site's recreational commercial activity. Assist in the upkeep of recreation facilities and site infrastructure, event support, and health and safety responsibilities.

Key responsibilities & accountabilities

- act as the face of Forestry England on site, by being approachable for questions and engage with visitors in a polite and appropriate manner.
- inspect, manage, and maintain recreational facilities in line with Forestry England's Health & Safety standards to ensure visitors have a safe and enjoyable experience.
- undertake forest estate management operations. This includes reporting of fly-tipping, litter picking, maintenance of equipment, restoration and creation of various habitats, and improvement of the landscape such as felling, fencing, pruning, and planting of trees and shrubs.
- manage vegetation along recreation trails, cycle paths and car parks through use of chainsaw and application of pesticides.
- contribute to the delivery of key programmes by providing a support service in delivering essential surveys, events, and sales.
- work closely with volunteers to ensure they have a safe and positive experience in line with our volunteer management processes.
- assist with onsite communication between recreation and land management teams, franchise operations, neighbours and wider stakeholders to maintain close working relationships and to improve the customer experience.

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

Location-specific information

- part of this role will be public facing, staffing the visitor information point, answering queries in person and through social media and email.
- the site is open seven days a week and your rota will include regular weekend working

Skills, knowledge & experience

Essential professional and technical experience

- good understanding of health and safety best practice relating to working in a forest or public access site.
- experience of woodland management, groundwork, or site maintenance with ability to use a wide range of hand tools.
- experience in tree safety inspections and recreation site inspections.
- basic computer skills with competence in the use of MS Office applications.

Desirable professional and technical experience

- experience in a public-facing role.
- experience in working with volunteers and groups.
- experience in tree felling and use of chainsaws.

Qualifications

Essential

- GCSE at level C or above in Maths and English Language, or equivalent.
- full driving license.

Desirable

- a good understanding of relevant health and safety best practice.
- experience in safety inspections
- basic computer skills with competence in the use of MS Office applications