

Job Description - Recreation Craftsperson (PB6B)

Job summary

The Forest of Dean attracts over 1 million visits annually across a range of visitor sites; the sites are split between two Recreation Managers who lead a team of four recreation rangers, two visitor services officers and two crafts persons working cohesively to deliver high quality experiences and facilities that are safe and enjoyable.

Facilities include a network of walking, running and cycling trails, adventurous activities, play, cafés, toilets and bike hire making for very busy and popular destinations.

The Recreation Craftsperson role provides vital support to the wider team across the Forest of Dean, being responsible primarily for keeping visitor sites and carparks clean, tidy and well maintained. This will involve collection and disposal of rubbish from bins on a daily basis, litter picking and general maintenance tasks. The other core duty for the Craftsperson team is the unlocking of site gates and barriers each morning, on a varying schedule throughout the year.

No two days are the same and the demands of the role can vary widely, so you must be resilient, adaptable and prepared to respond to situations and environments that can be challenging and unpredictable.

The role is based at Beechenhurst and your duties will take you around the Forest of Dean, and occasionally beyond.

The role involves working outdoors in all weather's year around, both alone and with other staff and/or volunteers. You will travel around the forest on foot, by bike and in vehicles, both on and off road. Some tasks can be physically demanding.

Working as part of a seven-day rota to include alternate weekends, regular public holidays and occasional out-of-hours events, the post holder will support the recreation team to ensure visitors receive a high-quality experience and that the facilities remain fit for purpose and safe.

Key responsibilities & accountabilities

- Focus on site presentation through litter collection duties, litter picking, bin emptying and removal of all types of waste for disposal of at our depots. Recyclable waste must be segregated from non-recyclable waste streams.
- Maintenance tasks to include the installation, repair and painting of signs, fence repairs, replenishing fall-protection materials in a play area or closing off individual pieces of play equipment after identifying a suspected fault.
- Seasonal strimming and mowing of vegetation on recreation sites, gateways and around forest furniture. This may include occasional chemical spraying after appropriate training and certification of the individual.
- Inspect public toilets and carry out duties such as replacing toilet rolls or unblocking toilets or mopping floors after flooding/misuse prior to the appropriate tradesperson or cleaner carrying out full repairs.
- Unlocking main public entrances and buildings on recreation sites and carparks daily, in line with site opening times
- Carry out facility, trail and tree safety inspections and ensure that defects are properly recorded and rectified in a timely manner.
- Assist in the maintenance of recreation facilities including, but not limited to, litter picking, bin emptying, dealing with fly tipping, replenishing toilet consumables, installation and maintenance of signs, vegetation management.
- Respond professionally to unexpected incidents, providing basic first aid and support to emergency services when required.
- Record incidents and accidents, collating all relevant information.

- Ensure personal, colleague and public safety at all times by following job risk assessments, using lone working systems and by carrying out PPE and safety checks, in compliance with policy guidance.
- Provide face-to-face customer service giving advice and information to visitors on site, sell memberships, maps and other products, and when required help to staff visitor information points.
- Monitor car park ticket machines to ensure they are fully working and undertake car park patrols as required.

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

Skills, knowledge & experience

Essential professional and technical experience

- Excellent communication skills
- Excellent team working skills
- Competence with IT such as MS Office
- Experience of undertaking basic DIY and practical/manual tasks
- A good understanding of relevant health and safety best practice

Desirable professional and technical experience

- Experience of working in a busy outdoor setting
- Experience of face-to-face customer service
- Experience of conducting facility or equipment inspections

Qualifications

Essential

- A full UK driving license

Desirable

- A qualification in First Aid at Work
- Practical or vocational qualifications

