

# Job Description & Person Specification



<b>Job Title</b>	Urban Ranger
<b>Division/Location</b>	Medway Norse Grounds
<b>Reporting to</b>	Head of Countryside & Rangers
<b>Weekly Hours</b>	37 Hour Per Week (Including Variable Hours – Weekends / Bank Holidays)
<b>Grade/Salary</b>	Medway Norse Local PayScales

## Job Description

### The Role:

To work as a front line officer and be a first point of contact for customers, contractors and partnership officers in Medway’s Parks and Countryside areas. To ensure that they are kept in good order, assist with the day-to-day running of the parks, play areas and allotments, park management, monitor health / safety and cleanliness issues, help organise and deliver events / educational programmes, supervise volunteers lead friends groups during practical task days and carry out wildlife surveys.

### Main Responsibilities

- Ensure Medway’s parks and green spaces are maintained in good order, safe for use and a high standard of maintenance is achieved.
- Provide the first point of contact with the community, working to resolve health and safety, cleanliness issues, by responding to customer enquiries in order to contribute to efficient and effective provision of green spaces.
- Contribute to the management of the parks following their management plan and industry codes of practice.
- Monitor the performance of contractors including the inspection of works issuing various correspondence ensuring that the specification and conditions are met and carried out to a high standard, reporting any problems to management.
- Deliver events and educational programmes with in the Parks, liaising with partners to build a positive image of the service, actively promoting Medway’s parks and open spaces.
- Assist on the Green Flag delivery at the Parks and Country Parks including liaising with Medway Council, volunteer groups and allotment groups.
- Demonstrate personal commitment to the Norse Way CSR strategy.

### Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

### Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

**Innovation** – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	

**Respect** – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

**Trust** – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

<b>Person Specification</b>			
<b>Category</b>	<b>Requirement</b>	<b>Essential or Desirable</b>	<b>Assessment Method</b> Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Demonstrable technical/specialist/policy & procedural knowledge which can be applied across a wide range of activities	Essential	AF/I
	Knowledge of current environmental management legislation	Essential	I
	Knowledge of Health & Safety / Risk Assessments	Essential	I
	A qualification in health and safety (IOSH) or similar	Desirable	AF / I
	ROSPA Play area inspection - Routine Visual Inspections and Operational Inspections	Desirable	AF/I
<b>Experience</b>	Experience of leading activities and education sessions	Desirable	AF/I
	Experience of leading volunteers and friends groups	Desirable	AF/I
	Experience of practical work	Essential	AF/I
	Previous experience in the land based sector	Desirable	AF/I
<b>Skills/Abilities</b>	Ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.	Essential	AF / I
	Ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans	Essential	I
	Ability to use written and oral communication skills to present varied	Essential	AF / I

**Approval/Review Date**

Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	

	<p>information in an understandable way to a range of audiences</p> <p>Ability to work within defined procedures and to work independently and as part of a team, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems</p> <p>Able to demonstrate theory and practical knowledge in countryside matters, biodiversity, habitat management</p> <p>Ability to handle and process cash/documentation relating to small financial amounts (ie up to £250 per day)</p> <p>Ability to supervise, co-ordinate or train other employees where required</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>
<b>Other Requirements</b>	Full UK Driving Licence	Essential	AF

<b>General</b>
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health &amp; Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

<b>Agreement</b>			
Employee Name:		Date:	
Employee Signature:			

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date:	
Approved by HR Director:		Date:	