Park Ranger

JE Code: JE0646

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Environment and Property |
| **Reports to:** | Park Manager |
| **Job Family** | Operational services |
| **Grade:** | C |
| **Political restricted** | N |
| **Date:****JE Code:** | January 2022JE0646 |

**Key Deliverables**

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| **1.** | **Excellent communication skills – able to interact well with park users, stakeholders and contractors to ensure a safe, helpful and enjoyable experience to visitors of Emberton Country Park** |
| **2.** | **Promote the park verbally, via phone, email, social media as required.**  |
| **3.** | **Work to develop and promote a volunteer presence at the park** |
| **4.** | **Manage conflicting needs of different users groups in park** |
| **5.** | **Ensure payments/bookings are taken and recorded effectively** |
| **6.** | **Carry out occasional maintenance duties directly or by obtaining external services to maintain a safe environment.**  |
| **7.** | **Management of public and staff health and safety when working at or visiting the park** |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | **Valid driving licence** |
| **2.** | **IT skills for email, fob management, bookings** |
| **3.** | **Ability to adapt and react calmly to issues that may arise in a live park environment** |

Job Family

Operational Services

Grade C

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| --- | --- |
| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages.  They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role Characteristics

At this level job holders carry out a range of practical, skilled and semi-skilled tasks, but are also expected to independently deal with issues and problems arising from their own work or those they co-ordinate or supervise.

### The Knowledge and skills required

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co- ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

### Thinking, Planning and Communication

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Not all situations will be completely clear and there will be a need to investigate circumstances, issues and problems in order to determine a solution or make short term changes to tasks or duties.

**Decision Making and Innovation**

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

### Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks.

Job holders will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Other than the occasional handling of small amounts of cash or financial records, they will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of Council premises or workspaces.

### Impacts and Demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.