



ROLE PROFILE

Role Title: Ranger

Service: Wellbeing and Leisure Services

Directorate: Place and Community

Accountable to: Senior Ranger

Grade: Scale 5

Car Category: Casual

Work Style: Flexible Office Based Worker

Purpose of role

- To provide an effective Parks and Countryside Ranger Service to the Council and the residents of West Lancashire Borough.

Key Objectives

1	To support in the efficient and effective management of Council-owned parks and countryside areas, consistent with the Council's Wellbeing and Leisure Strategies and Policies.
2	Facilitate and develop local community engagement in health and wellbeing improvement activities utilising local parks, green spaces and countryside sites.
3	Facilitate and support local community engagement and partnership working initiatives in the management of Council owned parks and countryside through the provision of training, work experience, and employment based schemes.
4	To develop and co-ordinate the Volunteer Ranger Service, Friends groups, and other community and voluntary groups, and to manage their work programmes.
5	To provide a suitable range of high quality visitor and interpretative services, including events and activities, displays and literature, and environmental education initiatives to promote health, wellbeing and leisure activities through our parks and countryside sites.





6	To plan and implement publicity and promotional activities for Council parks and countryside sites, and the activities of the Parks and Countryside Service.
7	To develop and assist in the use of visitor facilities at Beacon Country Park, Coronation Park, Ormskirk, and Richmond Park, Burscough, and take responsibility, when required, for their supervision and security.
8	To be responsible, when required, for the supervision and security of garage storage facilities (including CCTV system and keyholding duties), vehicles and equipment.
9	Plan and support a process of consultation with the local community, park users, and project participants to ensure that the quality of the service is maintained and improved.
10	To seek and manage resources to facilitate the activities of the Parks and Countryside Service.
11	To assist the Senior Ranger in developing long term aims and objectives for the Parks and Countryside service, and contribution towards the development of the Service.
12	To be involved, where appropriate, in the implementation of a range of corporate initiatives within the Council.

Scope

The post holder will perform a facilitation role in delivering an effective and efficient health, wellbeing and leisure service for the Borough through the provision of parks and countryside ranger services. The post holder will work in partnership with external organisations in their area(s), to deliver a coordinated, integrated place-based approach to services. In doing so, they will work collaboratively across the organisation and beyond and with all levels of staff.

Work Profile

1. Strategy

The post holder will contribute to the delivery Council's Wellbeing and Leisure Strategies and policies, through the execution of their role. The post holder





will have a cross cutting role to other environmental, leisure and strategies and place-based approaches.

2. Performance

The post holder will support the Senior Ranger, Head Ranger and Head of Wellbeing and Leisure Services in ensuring that high standards of customer experience are achieved and maintained, particularly when there are service pressures or time constraints. They will take a supporting role in the delivery of key objectives, priorities and targets associated with continuous improvement of health, wellbeing and leisure services (in particular the ranger service), the associated processes and in developing a more evidence/intelligence-led approach. They will monitor and communicate performance against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and help to mitigate any risks to the delivery of high performance standards.

3. Service Quality

The post holder will have a lead role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved, through the delivery of health, wellbeing and leisure services that meet needs and add value.

They will help to develop and monitor appropriate related performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder does not have any line management responsibility, however they will be required to supervise, train and motivate sessional/ volunteer workers.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their





own role, and will, when required, be responsible for the safety and security of these vehicles and equipment

5. Supervision and Management

The post holder has no direct line management responsibility, but will be responsible for the supervision, management and training of volunteers, work experience clients, and trainees

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services, members, partners, and external organisations as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers. They will also be the point of contact for leisure contractors.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Senior Ranger as appropriate, detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with the Senior Ranger, Head Ranger, Head of Wellbeing and Leisure Services, members of their team, officers across other services, external partners and the general public in order to deliver initiatives and objectives of the health, wellbeing and leisure service.

Less regularly, they will be in contact with Elected Members.



9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

This position will be within a team that will also undertake evening and weekend work to ensure 7 day a week coverage of our parks and countryside sites, and respond to the needs of the local community.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to standards within the health, wellbeing and leisure service and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.





14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

The postholder will be expected to highlight any physical risks and hazards to the public or staff on our parks and countryside sites, and take ownership of the process for mitigation of these risks.

16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder is expected to generate ideas and concepts to enhance the customer experience and help to deliver outcomes. They will be solutions-focused and will be expected to refer to the Senior Ranger routinely.



20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Senior Ranger. They will support organisational change in relation to place-based working and health, leisure and wellbeing services and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

The post holder will perform a supporting role in delivering an effective and efficient health, wellbeing and leisure service for the Borough through the provision of parks and countryside ranger services. The post holder will work in partnership with external organisations in their area(s), to deliver a coordinated, integrated place-based approach to services. In doing so, they will work collaboratively across the organisation and beyond and with all levels of staff.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

The role involves a great deal of outside work including some general maintenance and practical management work



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
RANGER				
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	<p>General good education with at least two GCSE's (Grade A-C) (grade 4-9) or above (or equivalent) OR equivalent comparable work experience or the successful completion of a West Lancs Apprenticeship placement and qualification in a related subject</p> <p>HNC/ HND (or equivalent) in park/ leisure management, outdoor recreation, community development or similar</p> <p>Experience of park visitor service activities, publicity and promotional campaigns</p> <p>Experience of asset based community development involving parks and green spaces</p> <p>Experience of working with volunteers and community groups in the management of parks and green spaces.</p> <p>Experience of carrying out practical environmental conservation projects</p>	<p>X</p> <p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p>X</p> <p></p> <p></p> <p></p>	<p>A</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I, T



	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I
	Highly developed ability to identify, prioritise and manage tasks	X		A, I, T
Planning capacity and resources	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal skills	X		A, I
	Able to engage with a range of internal and external stakeholders in the organisation of environmental education initiatives	X		A, I
	Capable of dealing with the public and representatives of private sector organisations	X		A, I
PROBLEM-SOLVING				
Using initiative to overcome problems	Ability to identify a range of appropriate solutions to issues and problems.	X		A, I
	Ability to identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to consider and assess risks associated with improving services and raising customer standards.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Ability and willingness to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to promote change in a positive manner to others	X		A, I



ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work as part of a team and independently and take ownership of key responsibilities of the post	X		A, I
Other	Commitment to Equality Commitment to Health & Safety Satisfactory Baseline Personnel Security Standard Check The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X X X X		A, I A, I Document Checks (includes Enhanced DBS with children's list) I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **We do what we say we will do when we say we will do it.**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	





Print Line Manager	Print Head of Service	Date

