



WOKINGHAM
BOROUGH COUNCIL

Job Description

Job Reference

701164

Job Title	Recreational Assistant - Duty Ranger		
Service	Environment	Team	Countryside Service / Parks Team
Location	Dinton Pastures		
Reports to	Countryside Officer		
Grade:	Type of position:		Hours per Week:
3 £8.23 per hour	Casual		Variable

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

Service Purpose

To effectively manage the councils Country Parks, Nature Reserves, PROW, Dinton Activity Centre and to offer biodiversity advice.

General Description of the job

To support the delivery of seasonal recreational activities at Dinton Pastures Country Park and across our Countryside Sites. To assist with the smooth running of the country parks car parks, play areas, café, paddling pool etc. Conservation tasks, such as grass cutting, hedge trimming, litter picking, and general site maintenance will a key area of the job. A background in customer care and outdoor work is required.

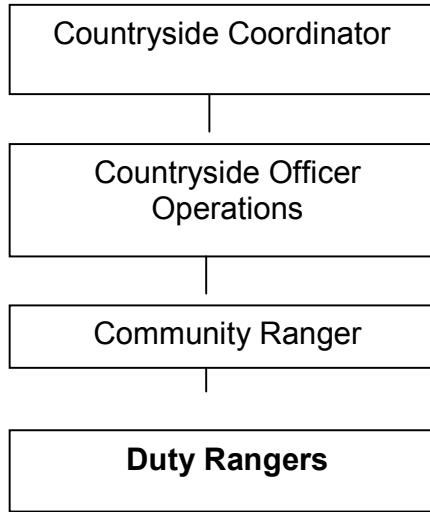
Organisation Chart

Countryside Coordinator

Countryside Officer
Operations

Community Ranger

Duty Rangers



Main Accountabilities of the post		
1	Completing Duty Ranger Tasks List – includes site checks, opening / locking gates and buildings, litter picking, car parking, play area and pool checks etc.	
2	Maintain contact with the countryside service office, and be reactive to tasks as they come in. Such tasks include overflow car parking duties, facilitating the disabled buggy hire, putting up temporary signage, litter picking, checking fishing tickets etc.	
3	Assisting with the smooth running of the countryside service sites, including the play areas, café's, pool and activity centre. Maintaining a high level of customer care, dealing with enquires and the needs of our visitors.	
Additional Corporate Responsibilities		
1	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success	
2	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.	
3	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.	
4	<p>Special Factors: To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager</p> <ul style="list-style-type: none"> • Unsociable hours • Ability to work regular weekends and bank holidays • Outdoor working in all weathers • First Aider • Cash handling • Equipment checks • Remote working • Customer Care • Handling fuel and chemicals according to COSH regulations • The post holder is expected to be up to date on a number of vaccinations and carry a Leptospiral card 	
Scope		
Resources	Facilities, equipment or systems within overall span of control	Cash handling on an infrequent basis. Safe use of countryside service vehicles and tools.
DBS Check required	NO	

Values Profile

One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focussed on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

Customer Service Excellence

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

Leadership & Management

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organisation
- Promotes & builds the Council's reputation as a first class employer & service provider

- Proactively seeks feedback on own performance and how impacts on others

Finance & Value for Money

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

Political Engagement

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes self available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

Personal & Professional Development

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

Person Specification

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

Qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Emergency First Aid at Work 	<ul style="list-style-type: none"> • Driving Licence • Safeguarding Training.
Skills & Abilities	Essential	Desirable
	<ul style="list-style-type: none"> • Good communication, • Good teamwork • Adaptable (juggling and flexibility) • Calm • Good working knowledge of outdoor work • Weekend and unsociable hours worked • Ability to work to safe operating procedures • Customer care is the priority for this role and as such additional duties may be applied to ensure our clients' needs are met 	<ul style="list-style-type: none"> • Ability to work with all groups and individuals • Ability to use tools and be adaptable to practical tasks. Familiarity with a range of equipment used at the Park.
Knowledge	Essential	Desirable
	<ul style="list-style-type: none"> • Knowledge of the Countryside Service • Knowledge of safe working practices (risk assessments / COSH / tools) 	
Experience	Essential	Desirable
	<ul style="list-style-type: none"> • Experience of working in the outdoors. • Experience of working with customers. 	

