

## JOB PROFILE



<b>Job Title:</b>	<u>Seasonal Slipway Ranger (Front of House)</u>	<b>Hours per Week:</b>	<u>Various</u>
<b>Service:</b>	<u>Visitor Management</u>	<b>Team:</b>	<u>Ranger Service</u>
<b>Job Location:</b>	<u>Duncan Mills Memorial Slipway</u>	<b>Line manager:</b>	<u>Ranger Team Leader</u>
<b>Band:</b>	<u>A1</u>		

### KEY PURPOSE

The post holder will support delivery of the National Park Partnership Plan, Corporate Plan, Ranger Service Operational Plan and other corporate initiatives. Working as part of a large Ranger Service the post holder will provide a high quality experience and an inspiring front line service for the Park Authority to visitors and residents of the National Park.

### KEY ACCOUNTABILITIES

- Support the delivery of Ranger Service objectives from the National Park Partnership Plan, Corporate Plan through the Ranger Service Operational Plan;
- Support initiatives which promote an understanding of the National Park and the role of the Ranger Service;
- Deliver front of house duties in NPA facilities providing advice, information and a point of contact for the public;
- Support and deliver visitor management operations including; byelaw enforcement, litter management and the issuing of fixed penalty notices;
- Carry out inspections & audits of access routes & sites undertaking any light touch maintenance or repairs as required;
- Comply with all Park Authority policies & procedures required to deliver an agreed work programme including timely and accurate reporting;
- Undertake any other duties appropriate to the grade as required;

# PERSON SPECIFICATION

Assessment Areas	Essential Criteria	Desirable Criteria
<i>Relevant Experience</i>	<ul style="list-style-type: none"> <li>• Experience of working with the public in a customer focussed role</li> <li>• Experience of working within health &amp; safety legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Byelaw enforcement &amp; issuing of FPN's</li> <li>• Work in a visitor centre or customer service environment</li> <li>• Knowledge of countryside management or conservation role</li> </ul>
Specific Skills, Abilities and Qualities	<ul style="list-style-type: none"> <li>• Understanding of natural heritage and visitor management issues</li> <li>• Strong customer focus</li> <li>• Assertive</li> <li>• Able to fill in forms/monitoring sheets accurately &amp; clearly</li> <li>• Good ICT skills</li> <li>• Numerate</li> <li>• Good communication and interpersonal skills</li> <li>• Problem solving, flexibility &amp; resourcefulness</li> </ul>	<ul style="list-style-type: none"> <li>• Visitor management skills</li> <li>• Basic countryside maintenance skills</li> <li>• Working knowledge of databases</li> </ul>
Required Qualifications	<ul style="list-style-type: none"> <li>• Scottish standard grade qualification (or equivalent) in maths and English or relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• Higher qualification in relevant subject e.g. countryside management, conservation, recreation management</li> </ul>
Any Additional Job Related Requirements	<ul style="list-style-type: none"> <li>• Able to drive in the UK</li> <li>• Flexible approach to working hours as regular evening and weekend working will be required</li> <li>• Must be able to undertake foot patrols for prolonged periods and undertake practical work outside in all weather conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Appreciation of the values, roles and responsibilities of a National Park in Scotland</li> </ul>