

JOB PROFILE



Job Title:	<u>Seasonal Visitor Centre Ranger</u>	Hours per Week:	<u>Various</u>
Service:	<u>Visitor Management</u>	Team:	<u>Ranger Service</u>
Job Location:	<u>Balmaha</u>	Line manager:	<u>Ranger Team Leader</u>
Band:	<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 the delivery of community engagement and education activities at the visitor centre;
- 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"> • Experience of working with the public in a customer focussed role • Experience of working within health & safety legislation 	<ul style="list-style-type: none"> • Work in a visitor centre or customer service environment • Knowledge of countryside management or conservation role • Experience of delivering events and outdoor education
Specific Skills, Abilities and Qualities	<ul style="list-style-type: none"> • Understanding of natural heritage and visitor management issues • Strong customer focus • Assertive • Able to fill in forms/monitoring sheets accurately & clearly • Good ICT skills • Numerate • Good communication and interpersonal skills • Problem solving, flexibility & resourcefulness 	<ul style="list-style-type: none"> • Visitor management skills
Required Qualifications	<ul style="list-style-type: none"> • Scottish standard grade qualification (or equivalent) in maths and English or relevant experience 	<ul style="list-style-type: none"> • Higher qualification or equivalent experience in relevant subject e.g. countryside management, conservation, recreation management, tourism
Any Additional Job Related Requirements	<ul style="list-style-type: none"> • Able to drive in the UK • Flexible approach to working hours as regular evening and weekend working will be required 	<ul style="list-style-type: none"> • Appreciation of the values, roles and responsibilities of a National Park in Scotland