

JOB DESCRIPTION

Job Title:	<u>Seasonal Campsite Ranger</u>	Hours per Week:	<u>Various</u>
Service:	<u>Visitor Management</u>	Team:	<u>Ranger Service</u>
Job Location:	<u>Loch Chon Campsite/ Loch Achray Campsite</u>	Line Manager:	<u>Ranger Team Leader</u>
Band:	<u>A1</u>		

KEY PURPOSE

To deliver a high quality camping experience through the site management of the Loch Chon and/or Loch Achray Campsites, ensuring that guests and their camping parties comply with the Campsite Terms & Conditions and that the campsite facilities are maintained to a high standard.

This includes cross-checking of booking details with guests and their camping parties on site, ensuring that camping pitches are kept and presented in good condition, meeting and greeting guests and their parties and showing them to their pitches/ensuring that they have camped in their booked pitches, distributing fire bowls and fire wood in line with bookings, ensuring that guests and their parties vacate their pitches on time, cleaning and maintaining the site facilities, litter picking and managing the gates.

KEY ACCOUNTABILITIES

- Cross-checking of booking details with the team administering the booking system at the office to ensure that guests booking in are assigned the correct pitch number on arrival and allocated fire bowls and wood as per their respective bookings;
- Managing the camping booking phonenumber from site during specified periods at weekends and other times when the office team are not available;
- Ensuring that guests and their parties have parked in their allotted parking spaces;
- Ensuring that guests and their parties who are due to vacate the site do so by the required time on the day of departure;
- Informing and assisting any guests who do not have bookings how to book using the online system;
- Being the main point of contact for guests and their camping parties throughout their stay, ensuring that they are adhering to the Campsite Terms & Conditions;

- Cleaning the toilets and dishwashing facilities at least twice daily (once in the morning and once in the afternoon/evening), or more often as required to ensure that the facilities are kept to a high standard of cleanliness at all times, including daily checks required on the facility;
- Daily general site tidying and litter picking to ensure that the whole campsite remains clear of litter and is presented in a clean standard at all times;
- Cleaning the fire bowls and ensuring that they are stored securely as required along with the firewood stocks;
- Emptying all bins and collecting rubbish, including removal of rubbish off-site if required;
- Reporting any site issues, including those relating to the behaviour of the guests and their parties and taking all necessary action as may be required;
- Ensuring that all site infrastructure remains in a good condition, carrying out general site and pitch maintenance as directed and reporting all site defects/maintenance requirements and remedial works as appropriate;
- Assisting the Ranger Team Leader with planning of stock requirements, including cleaning materials and firewood;
- Deliver visitor management operations including; patrolling, byelaw enforcement, litter management and the issuing of fixed penalty notices;
- 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"> • Byelaw enforcement & issuing of FPN's • 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 • Basic countryside maintenance 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 in relevant subject e.g. countryside management, conservation, recreation management
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 • Must be able to undertake foot patrols for prolonged periods and undertake practical work outside in all weather conditions 	<ul style="list-style-type: none"> • Appreciation of the values, roles and responsibilities of a National Park in Scotland