



Job Description:

Job title	Seasonal Visitor Management Ranger
Hours per week	Various
Service	Environment & Visitor Services
Team	Ranger Service
Job location	Various
Line Manager	Ranger Team Leader
Band	A1

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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 visitor management operations including; patrolling, byelaw enforcement, litter management and the issuing of fixed penalty notices;
- Deliver front of house duties in NPA facilities providing advice, information and a point of contact for the public;
- 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"> • 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
<i>Specific Skills, Abilities and Qualities</i>	<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
<i>Required Qualifications</i>	<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
<i>Any Additional Job-Related Requirements</i>	<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