

# Job description

**Job title:** Duty Ranger

**Grade:** Dorset Council Grade 7

**Job evaluation reference:** NE290

**Job family:** Natural Environment

## Purpose and impact

To have operational management responsibility for the day-to-day running of a facility within the area of service.

## Key responsibilities

1. Responsible for the overall day-to-day operations of the facility within the area of service.
2. To perform opening and closing duties and inspections at allocated times to ensure that facilities are safe, clean and suitable for public use. Ensure the facilities are appropriately alarmed on exit.
3. Ensure that cashing up and reconciliation of all tills and floats are completed during the relevant shift period.
4. Manage and develop a defined list of daily inspections ensuring the site and associated facilities continue to be safe, clean and suitable for public use. Allowing proactive prevention of issues.
5. Lead on customer complaints that cannot be resolved at the first point of contact and record and report the complaint in accordance with the Council's complaints procedure.
6. Implement, or where necessary, report any areas for improvement that have been identified by the complaint and/or feedback.
7. Be the lead ranger on all incidents, including lost children, first aids and site closures.
8. Administer First Aid where required, ensuring that all accidents/incidents are dealt with in a positive and supportive manner and recorded in accordance with the relevant Council procedures.
9. Carry out emergency procedures and evacuations when required maintaining a positive, supportive and controlled manner throughout.
10. Provide Information Point staff supervision, support and cover and promote a positive, professional and enthusiastic working environment.
11. Lead by example at all times, demonstrating a positive, enthusiastic and professional attitude.
12. Provide support for all other activities and facilities within the area of service.
13. Ensure that all facilities are clean and comply with health and safety standards, actively supporting onsite cleaners.
14. Undertake daily health and safety, cleaning and maintenance checks in accordance with the area of service's check sheets. Includes litter picking and facility cleaning.
15. Provide administrative support to other Rangers as required.
16. Representing the service and promoting its work and being an advocate for Dorset Council and its partners.
17. Any other lesser or comparable duties as required.



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

Reporting to: Senior Ranger

Responsibility for: shared supervision of casual employees

### **Other factors**

There is an occasional travel requirement as post holders may be required to work at other Dorset Council country parks and other associated facilities, from time to time.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. NVQ Level 3 or equivalent qualification/experience	Application form
2. First Aid at Work Qualification or the ability to gain the qualification	Application form
<b>Experience</b>	
3. Experience of working in a busy customer facing tourist attraction	Application form
4. Experience of day to day management of facilities or assets	Application form
5. Supervisory/leadership experience	Application form
6. Experience of maintaining public facilities	Application form
<b>Knowledge, skills and abilities</b>	
7. Excellent verbal and written communication and interpersonal skills	Interview Assessment
8. Ability to follow procedures and guidance	Interview Assessment
9. Highly organised	Interview Assessment
10. Proficient in the use of Microsoft Office, Word, Excel and Outlook	Interview Assessment
11. Good understanding of all relevant Health and Safety	Interview Assessment
12. Good understanding of Safeguarding	Interview Assessment
<b>Our values</b>	
13. Respect	Interview Assessment
14. Together	Interview Assessment
15. Accountability	Interview Assessment
16. Openness	Interview Assessment
17. Curiosity	Interview Assessment
<b>Other</b>	
18. Able to work a shift pattern that will include evenings, weekends and bank holidays	Application form
19. Ability to fulfil the travel requirements of the post	Application form



## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
20. Operational Play Inspector	Application form
<b>Experience</b>	
21. Ability to utilise and learn from specific performance measures	Application form
22. A good understanding of Emergency Action Plans and Normal Operating Procedures	Application form

## Approval

Manager's job title:

Date: March 2025

