Ranger Support Officer
£15,807 - £18,746
Lickey Hill County Park
Working 36.50 hours per week

Birmingham Parks Service is looking to recruit a suitably qualified, experienced, and dynamic individual to complement and complete the existing team of Rangers at Lickey Hills Country Park.

Based in the Visitor Centre reception you will meet and greet visitors, provide information directly, and deal with enquiries and shop sales. You will co-ordinate bookings received for service requests (school visits, work placements, volunteer opportunities, sponsorship and donations). You will manage the site’s Trading Account and general enquiries on a day to day basis. You will contribute towards the production of visitor centre interpretative displays.

You will possess good IT skills and be able to maintain financial and performance information for the site.

Special Conditions:

- There will be an occasional requirement for out of hours attendance at various events on parks.
- Rangers Support Officers currently work 2 out of 3 weekends on a rota. This requirement is fully covered in the rate of pay above.
- Rangers Support Officers also work 8 out of 12 Bank Holiday days for which additional payment is claimed.

For informal enquires contact Joe Hayden on 0121 675 0936

Ref: PL4612017

Closing date: 8 December 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
JOB TITLE: Ranger Support Officer  
DIRECTORATE: Environment & Culture  
GRADE: GR2  
DIVISION: Parks & Nature Conservation  
JOB NO: 1  
SECTION: Environmental Management  

JOB PURPOSE:  
To provide a first contact information and reception service and to carry out a range of clerical/administrative duties relating to the efficient working in support of the service.

DUTIES AND RESPONSIBILITIES:  

1) RECEPTION  
   a) Receive and welcome both general and specific callers to the Ranger base. Assist with hospitality as required.  
   b) Deal with both routine and non-routine queries arising from personal callers or by telephone or e-mail and where necessary, by reference to the Ranger and/or the parks enquiry system.

2) INFORMATION  
   a) Provide a full information service at the Ranger base involving e.g. the distribution of literature, handouts, project sheets and the sale of books and souvenirs.  
   b) Assist in setting up audio/visual presentations and other displays. Contribute ideas to the content of talks, slide presentations. Assist the Ranger with classes (if wet weather necessitates indoor activities) by issuing work packs, project sheets, etc.  
   c) Assist in the production and display of interpretative material. Researching of information for inclusion in handouts/leaflets. Preparing information for some leaflets e.g. outward bound walks, boundary walks local history etc.

3) TRADING  
   a) Liaise with relevant suppliers; sell items to the public; handle cash, issue receipts; prepare money for banking.
b) Maintain financial and other records relating to the Trading Account. Regular monitoring and updating.

4) ORGANISATION AND PROMOTION OF SPECIAL EVENTS

a) Assist with the organisation and promotion of community and other events e.g. Arts Exhibitions, Guided Walks, Craft display Spring fair etc.

b) Organise the programme of craft demonstrations throughout the year. Liaise with participants. Issue application forms, confirmation letters etc.

5) LIAISON WITH CLUBS AND SOCIETIES

a) Liaise with clubs, societies and organisations e.g. Conservation Groups and other Council Departments etc. This liaison includes telephone contact, letter writing, form completion, record keeping etc.

6) BOOKINGS FROM USER GROUPS

a) Take bookings from, and liaise with, groups e.g. School Groups, and Rambler groups and Community Groups, Volunteer Groups.

b) Ensure availability of teaching and other equipment/aids as required by user groups.

7) CLERICAL/ADMINISTRATIVE WORK

a) Complete standard letters, and correspondence record all. Ranger activities including those relating to school visits, conservation groups, activities etc.

b) Maintain an effective office record and filing system.

c) To record using the model provided, all time spent undertaking duties.

8) WORD PROCESSING/COMPUTER OPERATION

a) Operation of a computer for the purposes of:-

I. Word processing. Production of letters, memoranda, species list, leaflets, minutes, craft programme etc. Utilisation of desktop publishing facility, spreadsheets, etc.

II. Collation and maintenance of records e.g. bird species, trading budget, performance monitoring etc.

b) Use of corporate IT systems, e.g. Voyager, parks enquiry system, POPI, etc.

9) MONITOR AND MAINTAIN THE REQUIREMENTS OF HEALTH AND SAFETY, SUSTAINABILITY AND EQUALITIES POLICIES.

a) Follow safe working practices and assist in the maintenance of good housekeeping standards in order to achieve a safe and healthy working environment.

b) Maintain environmental good practice in day to day work place activities. Contribute to the City Councils Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and disposed of in a sustainable way.
c) Adhere to and implement the City Council’s Policy on Equality of Opportunity and be aware of equality and diversity issues in day-to-day service delivery.

10) CARRY OUT SUCH OTHER ASSOCIATED DUTIES AS MAY FROM TIME TO TIME INCIDENTALLY ARISE, DEVELOP, OR BE ASSIGNED including for example,

a) To be willing to undergo training as required and or deemed operationally necessary.

b) To assist with the implementation of new IT and Performance Management Systems.

(i) Accountable to: Senior Ranger

(ii) Key officers reporting to the post: None

(iii) Other relationships: Ranger
      Ranger Warden
      Summer Park Warden
      Volunteers
      Work Placement/Work Experience students
      Ranger Patrol Officer

PHYSICAL CONDITIONS:

i) Hours: 36½ hours per week
         9.30am – 4.30pm winter (25 weeks)
         9.30am – 18.00pm summer (27 weeks)

ii) Workplace: Various sites

SPECIAL CONDITIONS:

1) Due to the nature of the work, the job holder will be expected to carry out his/her duties at such times and upon such days as may be most effective in respect of the task in hand. This will inevitably involve regular reassessment of the working week, also out of hours Working during the evening, at weekends and over Bank Holidays, as necessary and in Agreement with Line Manager. Attendance of special events as required.

   This will require flexible hours through the year as necessary to ensure availability during operational, e.g. longer hours in the summer and shorter during the winter to an overall average of 36½ hours per week.

   These requirements are fully covered by the basic salary.

2) To work weekends as necessary (usually 2 out of 3 on normal rota) with appropriate rota days off taken during the week.

3) To cover rota/holidays/sickness of other Senior Ranger staff.

4) To be based at different sites as periodically determined, and otherwise to report to any site as required.

5) To be trained or willing to be trained in first aid and to administer this as required.
6) To wear appropriate departmental uniform.

EQUAL OPPORTUNITIES IN EMPLOYMENT POLICY STATEMENT

Birmingham City Council will ensure that all existing and potential employees receive equal consideration, and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependents, religion, trade union activity and age (up to 65).

It is the intention of the City Council that its workforce, at all levels, should reflect the composition of the City’s population. To achieve this, the Council will take active and positive steps to eliminate discrimination, reduce the effects of past discrimination and to promote equality in employment.
**Place Directorate**

**Person Specification**

**JOB TITLE:** Ranger Support Officer  
**GRADE:** GR2  
**DIVISION:** Parks & Nature Conservation  
**SECTION:** Environmental Management

**Method of Assessment (M.O.A.)**  
A.F. = Application Form;  
I = Interview;  
T = Test;  
P = Presentation

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| **EXPERIENCE**  
(Relevant work and other experience) | Proven interest in conservation/wildlife and the environment. | AF & I, T |
| | Experience of working with a wide range of people such as residents associations, volunteers, city council officers, contractors. | AF & I |
| | Experience of producing information in various formats and organising activities. | AF & I, T |
| | Experience of working/volunteering with school children and young people. | AF & I |
| | Experience of using a range of IT software packages. | AF & I, T |
| **SKILLS AND ABILITIES**  
(e.g. written communication skills, dealing with the public) | Effective organisational and administrative skills using both manual and computer based systems. | AF & I |
| | Demonstrate confidence, energy and ability to enthuse and motivate groups and individuals to participate in educational activities, practical tasks and events. | AF & I |
| | Positive communication and networking skills with the ability to operate both as part of a team and unsupervised. | AF & I |
| | Ability to manage own workload, prioritise tasks and work without direct supervision, sometimes under pressure e.g. to meet deadlines. | AF & I |
| | Ability to respond to public’s needs in a professional and friendly manner and deal confidently with complaints and potential conflicts. | AF & I |
| **Ability to prepare and present interpretive material/information that is both accurate and appropriate to all ages and abilities.** | AF & I |
| **Awareness of Health and Safety and Equalities legislation and ability to implement good practice.** | AF & I, T |
| **TRAINING** | **A commitment to personal and employee development and a positive attitude to continuing personal learning and training.** | AF & I |
| **EDUCATION/QUALIFICATIONS (NB Full regard must be given to overseas qualifications)** | **A good standard of general education.** | AF & I |
| **OTHER** | **Prepared for unsociable hours, weekend/bank holiday work in order to meet service needs.** | AF & I |
| | **Sensitivity and empathy to the promotion of equal opportunities.** | AF & I |
| | **Must have a flexible approach to work, to fulfil service requirements.** | AF & I |

**ALL STAFF ARE EXPECTED TO BE COMMITTED TO THE CITY COUNCIL’S EQUAL OPPORTUNITY POLICY**