



<b>Post title</b>	<b>Park Ranger</b>
<b>Division / Section</b>	<b>Locality</b>
<b>Department</b>	<b>Place</b>
<b>Responsible To</b>	<b>Parks and Greenspace Officer</b>
<b>Number of post holders</b>	<b>12</b>
<b>Acting up/ Secondment</b>	

**Purpose of Job**

The Park Ranger contributes to the maintenance, development and improvement of parks and open space areas working in partnership with local communities, and other internal and external partners and services.

**MAJOR TASKS/JOB ACTIVITIES**

Complete designated patrol and security duties to the required frequencies. Complete all documentation and log files regarding site visits, incidents, accidents and occurrences within parks and open space areas.

Act as the first point of contact to advise park and open space users of management rules and local park developments. Engage and interact with users either individually or as a group. Advise users in the correct use of facilities and encourage the respect and protection of the City's natural environment.

Ensure the implementation of Parks Management Rules, Health and Safety Regulations, Access Strategies and all other associated legislation in parks and open spaces. Report on Health and Safety and security issues in parks and open spaces.

Identify and respond immediately to problems encountered during visits or at the request of the service supervisors / park users.

Provide advice and information on a range of issues including park history, site features, management issues, events, safety and future developments.

Promote and undertake community health walks throughout parks and open space areas.

Deliver presentations and provide information for educational establishments, the public and other user groups.

Provide assistance with the environmental and horticultural educational programmes for schools and other park user groups.

Identify and co-ordinate opportunities for community groups to participate in projects within their local park.

During events and galas assist with marshalling, security, cash collection and the provision of customer information.

Provide regular reports on the fabric and infrastructure of parks and open space areas. e.g. walls, benches, fencing, notice-boards, signage, footpaths, buildings, features etc.

Undertake improvement and repair works within parks and open space areas including minor grounds maintenance works, hard landscaping and the removal of graffiti, litter, debris and obstructions.

Check water features for hazards – includes inspections in connection with ice, water levels, water outlets, bankings and wildlife.

Undertake regular property inspections, identify, report and monitor maintenance requirements. Ensure the safety and security of Council property, including the care and maintenance of vehicles, buildings and equipment. Act as key holder for select park properties.

On request, provide reports on the horticultural and environmental standards found within parks and open space areas.

Remove and report hazardous material and equipment in accordance with the Council's manual handling procedures and good health and safety practices.

Undertake the health and safety responsibilities and duty of care of this post and as an employee, in ensuring compliance with the Health and Safety at Work Act and other health and safety regulations and policies. Ensure staff, volunteers, visitors, community groups and service contractors comply with regulations.

Report excessive grounds maintenance or litter / debris problems to the service contractor / local Environmental Taskforce Manager and monitor and report on response.

Check and report on problems with water features including ice, high water levels, water outlets blockages, bank erosion, water course blockages, damaged perimeter fencing and walls. Install and maintain appropriate signage to inform and warn users of problems and issues.

Install, update and maintain park information signage as directed by the service supervisors.

Monitor and report problems and difficulties affecting wildlife and wildlife habitats.

Liaise with and support Local Management Groups, Friends Groups, Environmental Wardens and other departments/agencies. Attend local meetings and answer queries regarding local parks and open space areas.

Contribute to the running and development of the section.

Undertake any other duties appropriate to the grade.

### **Supervision and Management of People (Numbers and type of staff)**

Occasional supervision of seasonal staff, volunteers, contractors or work experience placements.

### **Creativity and Innovation**

Contribute to the development of and make recommendations on proposals and solutions in response to identified local needs and priorities.

Contribute to the development of plans and solutions to ensure that local and Council priorities and strategies are implemented in an effective manner.

Use initiative and creativity to identify opportunities for service improvements and/or more efficient ways of working.

### **Contacts and Relationships**

Daily contact with members of the public and service users.

Develop effective and productive working relationships with managers and staff in the Locality and in Parks, Greenspaces and Cemeteries.

Develop, maintain and lead effective relationships with a diverse range of people and organisations, including community groups and Friends groups.

Occasional contact with emergency services.

### **Decisions (Discretion)**

Resolve problems affecting park, countryside, play and other amenity areas.

Report on health and safety and security issues affecting parks.

Make decisions on complaint resolution on a regular basis and take appropriate action to improve to customer satisfaction.

Make recommendations on improvements for area of responsibility.

### **Decisions (Consequences)**

Decisions will impact on the management and quality of parks and the wider environment in Edinburgh including compliance with statutory duties and legislation, delivering services within budgets and business plans, customer satisfaction, staff and contractor safety and security.

Decisions will impact on overall performance against targets, customer, financial success and the Council's reputation.

### **Resources**

No direct responsibility for staff or budgets.

### **Environment – Work Demands**

Required to work shift patterns and weekends in accordance with the demands of the service.

There will be a requirement to work out of normal working hours to support community meetings, weekend events, local initiatives and respond to out of hours emergencies on an ad hoc basis.

The postholder is expected to prioritise and progress their allocated workload without direct supervision.

### **Environment – Physical**

This is an operational post and is mainly based in the open environment and in the community.

### **Environment – Working conditions**

Carry out duties in the open environment, in all weather including severe weather events. Occasional office-based working.

### **Environment – Work Context**

Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines. Health and safety guidelines with risk assessments should be adhered to. Operate in accordance with the Council's Lone Working policy.

### **Knowledge and Skills**

Should have a relevant qualification or equivalent work experience and demonstrated competence in an environmental subject.

Must have practical experience of land use management and be an effective communicator on a range of natural, environmental, and historical interpretative issues.

Requires good organisation and communication skills. They will patrol the City's parks and other amenity areas, develop good relations with all user group and ensure that this valuable community amenity is developed and accessible to all.

### **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

### **Organisation Structure**

| *(attach structure - specific to area of operation).*