**Job title:** Engagement Ranger

**Directorate/Service/Team: Place, Country Parks, Durlston**

**Organisation Structure:**

**Reporting to:** Senior Ranger

**Responsibility for:** NA

**Context of Work**

This role is based at Durlston Country Park National Nature Reserve in Dorset. **Durlston** is a thriving Country Park, which attracts over ¼million visitors each year. There is something for everyone, with fantastic cliff views, peaceful walks through meadows, downland and woodland where you’ll find our activity play area. Durlston Castle is home to our Visitor Centre, Café, Exhibitions, Gallery and Duty Ranger. The Park is home to lots of wildlife including 500+ wildflowers, 34 species of butterfly and over 250+ birds. The park runs a busy engagement program, with many events, exhibition gallery and visiting school groups, the post holder will take an active part in the delivery on this.

As Engagement Ranger, you will get involved in all aspects of running a busy country park. Throughout peak season, much of the work is public facing and tailored around the efficient delivery of a successful and reputable customer journey. The less busy periods are used to plan and prepare the site for the future.

Durlston is a happy, vibrant place to work, which offers many opportunities for a Country Park Ranger.

KEY ROLES AND RESPONSIBILITIES

1. Deliver high quality visitor services
2. Assist visitor engagement initiatives and activities
3. Deliver education sessions and public events
4. Carry out general Ranger duties and administration

KEY TASKS

1. Deliver high quality visitor services​
   1. Provide visitor services in the Visitor Centre and around Durlston to promote enjoyment of the Park and provide information
   2. Provide support to the Gift Shop, Exhibition Gallery and with activities
   3. Act as Castle Duty Ranger at the visitor centre as part of a rota
   4. Respond to visitors needs and enquiries as required
   5. Be familiar with and use all relevant ICT systems (booking, financial, car park control, in design)
2. Assist in visitor engagement initiatives and activities
   1. Deliver environmental activities to schools and groups as directed
   2. Prepare, plan and deliver visitor engagement events and activities
   3. Prepare information, promotional, safety and interpretative material for visitor engagement initiatives
   4. Act as Castle Duty Ranger at the visitor centre
   5. Support "Everyone Need a Shed!"
   6. Assisting with the Exhibition programme including set up and take down
   7. Carry out all activities in line with recommendations and risk assessments
   8. Lead volunteers, work experience students and groups as required
3. Carry out promotion and marketing to increase visitor numbers at Durlston​
   1. Using social media and the website to promote the park and communicate with customers
   2. Develop the marketing and promotion and publicity
   3. Carry out all tasks in line with training and risk assessments
   4. Support volunteers, work experience students and groups on practical tasks as required
   5. Carry out regular site and facilities inspections and record and act on the findings
4. Carry out general Ranger duties​
   1. Carry out early and late duties associated with start and end of day activities, including equipment checks, toilets checks and general site tasks
   2. Be aware of the Health and Safety of yourself, colleagues, groups and the public in all areas of your work
   3. General administration, emails, phone calls as associated with a busy Country Park
   4. To be available to assist with any major incident, event or emergency that may arise
   5. Deliver effective First Aid (training will be provided) as required
   6. Assist with research and monitoring as required

Other

1. Be prepared to work in all weathers, undertake lone working tasks and to work regular weekends, evenings and unsociable hours
2. Continually seek to improve the quality of Durlston Country Park National Nature Reserve and increase visitor numbers
3. Any other duties deemed reasonable for the post

**Travel Requirement**

NA

**Other information**

A flexible approach will be required due to the varied nature of the role, with no two days at the park the same. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.