

Context statement

Job title: Ranger

Directorate/Service/Team: Place/Countryside/Avon Heath Country Park

Organisation Structure:

Reporting to: Senior Ranger

Responsibility for: Supervising Assistant Rangers/Apprentices/Volunteers/Work Experience

Context of Work

The role is based at Avon Heath Country Park in Dorset, close to Ringwood. Avon Heath is a busy and popular country park, drawing over 250,000 visitors each year. It offers something for everyone, from a well-loved play area to tranquil walks across 230 hectares of lowland heath. Other facilities on site include a café, visitor centre and nature nursery.

Dorset holds just under 2.5% of the world's remaining lowland heathland, with Avon Heath forming a significant part of this precious habitat. The heathland is designated as a Site of Special Scientific Interest, a Special Protected Area and a Special Area of Conservation, making it one of Europe's most protected landscapes.

The site supports a remarkable variety of wildlife. It is home to all six British reptile species and attracts rare ground-nesting birds such as nightjars and woodlarks. The park also benefits from several volunteer groups, including conservation and maintenance volunteers, who help care for the site. Throughout the year, we run a wide range of events for visitors, and the post holder will play an active role in delivering these.

Our team of Rangers each have their own specialism; as assistant rangers, 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 an effective and reputable customer journey.

Avon Heath is a happy, vibrant place to work, which offers many opportunities to experience the work of a Country Park Ranger.

Key role and responsibilities

1. Carry out practical management works at AHCP.
2. Carry out general Ranger duties.
3. Deliver high quality visitor services.
4. Assist visitor engagement initiatives and activities.



Key tasks

Carry out practical management works at AHCP.

- a. Carry out practical habitat and facilities management tasks to a high standard as directed.
- b. Use a variety of hand and powered tools and machinery as necessary in a safe and suitable manner.
- c. Carry out all tasks in line with training and risk assessments.
- d. Support volunteers, work experience students and groups on practical tasks as required.
- e. Carry out regular site and facilities inspections and record and act on the findings

Carry out general Ranger duties.

- a. Carry out patrolling and litter picking around AHCP.
- b. Carry out early and late duties associated with start and end of day activities at AHCP, including play area and equipment checks, toilets checks, litter picks and general site tasks.
- c. Undertaken site checks throughout any given shift.
- d. Be aware of the Health and Safety of yourself, colleagues, groups and the public in all areas of your work.
- e. To be available to assist with any major incident, event or emergency that may arise.
- f. Deliver effective First Aid (training will be provided) as required.
- g. Assist with research and monitoring as required.

Deliver high quality visitor services.

- a. Provide visitor services at the information point and around AHCP to promote enjoyment of the park and provide information.
- b. Provide support to the Visitor Centre and Gift Shop, and for events and activities.
- c. Respond to visitors' needs and enquiries as required.
- d. Be familiar with and use all relevant ICT systems (booking, financial and car park control)

Assist in visitor engagement initiatives and activities.

- a. Support environmental activities to schools and groups as directed.
- b. Prepare, plan and assist visitor engagement events and activities during weekend and holidays.
- c. Prepare information, promotional, safety and interpretative material for visitor engagement initiatives.
- d. Support AHCP's visitor centre as an educational interpretative facility.
- e. Carry out all activities in line with recommendations and risk assessments.



- f. Lead volunteers, work experience students and groups as required.

Other

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

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.



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