

Job description

Job title: Engagement Ranger

Grade: Dorset Council Grade 7

Job evaluation reference: NE291

Job family: Natural Environment

Purpose and impact

To lead and manage on an agreed programme of visitor engagement initiatives within an allocated area of service.

Key responsibilities

1. To lead and manage a programme of visitor engagement initiatives, including events, activities, school groups, exhibitions and birthday parties, within an area of service.
2. Assist with preparing information, promotional, safety and interpretative, for visitor engagement initiatives.
3. Carry out all activities and events in line with recommendations and risk assessments.
4. To deliver an agreed programme of work and to assist the relevant senior staff as appropriate.
5. To manage and enhance relevant educational facilities.
6. To contribute to the efficient and effective delivery within the area of work.
7. To work collaboratively with the community and other stakeholders to deliver services.
8. Project administration including, where applicable, procurement, financial monitoring, report writing and effective communications.
9. Ensuring statutory and safety obligations are met, and there is compliance with legal and technical matters relating to the area of work.
10. Communicating with partners, clients and stakeholders, including schools, teachers, interest groups, local community groups, internal colleagues and the general public to respond to issues and to develop and sustain good working relations and agreements.
11. Providing responses and advice in relation to customer and community feedback, complaints and a wide range of general enquiries.
12. Development of areas of work in line with agreed work programme.
13. Contributing to the day-to-day operations of a busy customer facing tourist attraction within the area of service. Duties may include: serving customers, litter picking, inspecting facilities and responding to incidents such as lost children and first aids.
14. Representing the service and promoting its work and being an advocate for Dorset Council and its partners.
15. 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: Supervising, coaching and training casual staff and volunteers in the allocated service areas

Other factors

19. Responsible for ensuring risk assessments and other Health and Safety requirements are in place.
20. Responsible for safe use of relevant equipment and tools within the area of work.
21. Required to use and be responsible for protective clothing, where appropriate.
22. Occasional off-road driving.
23. Outdoor working throughout the year in all weathers.
24. Exposure to challenging public situations meets (e.g. groups with additional requirements, members of the public)
25. Frontline service delivery, sometimes needing to react to unplanned events and to resolve emerging disputes.
26. Working to deadlines for achieving projects and reports etc.
27. An Enhanced DBS check is required.
28. 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.
29. Ability to work a shift pattern that will include evenings, weekends and bank holidays

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.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. A formal qualification in relevant subject, HND or equivalent, or significant equivalent relevant demonstrable experience	Application form
Experience	
2. Significant post-qualification experience in relevant field, specifically including leading and delivering visitor engagement initiatives	Application form
3. Experience of working with a diverse range of groups and individuals, both in an educational setting and also a visitor service environment	Application form
4. Experience of producing reports; sales or engagement comparisons	Application form
5. Experience of working in a fast paced, customer facing tourist attraction, delivering a varied programme of engagement	Application form
Knowledge, skills and abilities	
6. Substantial professional knowledge of relevant law, national, regional and local policy, and a wide range of engagement skills	Interview Assessment
7. Extensive knowledge of good practice and principles in relation to working with young people and/or vulnerable adults	Interview Assessment
8. Knowledge of national curriculums relevant to the areas of work	Interview Assessment
9. High awareness of (and an effective approach to) good practice in respect of Health and Safety	Interview Assessment
10. Excellent coaching, motivation and leadership skills	Interview Assessment
11. Ability to resolve difficulties using diplomacy and negotiation skills	Interview Assessment
12. Computer literate	Interview Assessment
13. Ability to fulfil the travel requirements of the post	Interview Assessment
14. Capable of impartial and objective judgement	Interview Assessment
15. Able to deal with deadlines and high work demands	Interview Assessment
16. Confident, tactful and diplomatic	Interview Assessment
17. Articulate and fluent verbal communication and presentation skills	Interview Assessment
Our values	
18. Respect	Interview Assessment



19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	
23. Able to work a shift pattern that will include evenings, weekends and bank holidays	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.

Qualifications, training or registrations	Assessed through:
24. Educated to a degree level in a relevant subject management qualification	Application form
25. Professional Membership of a relevant body	Application form
26. Health and Safety qualification e.g. First Aid Certificate	Application form
Experience	
27. Experience of identifying opportunities for income generation and access to funding and of making successful funding bids	Application form
Knowledge, skills and abilities	
28. Habitat and facilities management	Interview Assessment
29. Ability to use a variety of hand and powered tools and machinery as necessary in a safe and suitable manner	Interview Assessment

Approval

Manager's job title:

Date: March 2025

