

Role profile

Job Title:	Lead Ranger	Grade:	9
Department:	Parks	Post no.:	65111
Directorate:	Economy and Sustainability	Location:	Borough-wide

Role reports to:	Parks Development Manager
Direct reports:	6 Park Rangers
Indirect reports:	Volunteers, work experience placements and contractors

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Work with ranger team to ensure that parks and open spaces are safe and welcoming to Ealing's residents and visitors.
- Promote, protect and enhance nature conservation sites.
- Management and coordination of staff.
- Coordination of park ranger input and activate citizens including the promotion of volunteering opportunities within parks and open spaces and supporting the work of colleagues/individuals/groups/organisations by providing guidance, tools and advice.

Key accountabilities

- Monitor the public realm, including Public Rights of Way within parks and open spaces, report and resolve defects, dangerous occurrences and problems to the relevant officer/authority.
- Patrol parks and open spaces acting as a point of contact for all users. Provide information and deal with enquiries face-to-face, by telephone and in writing, resolving complaints as far as possible.
- Enforce the Council's byelaws and PSPOs relating to parks and open spaces and other relevant civil and criminal legislation, issue fixed penalty notices and follow up for prosecution if necessary. Deal with and resolve incidents of anti-social behaviour and conflict between park users and/or local residents working with the Police, other Council services and external agencies. Maintain accurate records for use as evidence if necessary.

- Undertake maintenance, management, monitoring and enhancement of nature conservation sites (including River Brent) within the borough in accordance with Ealing's Biodiversity Action Plan (BAP) and service nature conservation work plan. Produce and update site management plans when required.
- Assist in the management of projects supporting park rangers, colleagues within the service and other departments to deliver enhancements to parks and open spaces.
- Facilitate the safe use of the Council's assets (including buildings, equipment and vehicles) carrying out regular inspections, maintaining records and reporting defects as and when required in-line with health and safety legislation. Undertake risk assessments for all nature conservation tasks, sites, buildings and any other service activities.
- Contribute to the internal running of the service by attending team meetings and participating in project groups. Assist with ordering materials/goods in accordance with Council procedures.
- Undertake Ealing Council's Job Performance Scheme, keep staff records (leave, sickness and timesheets) and ensure staff attend appropriate training courses.
- Implement and supervise management matrix structure (Education / Volunteering, Planning, etc.) in collaboration with Parks Development Manager and ensure each ranger delivers specific objectives and outputs.
- Manage the ranger team budget to ensure funds are spent effectively and efficiently, and records kept.
- Co-ordination of health and safety issues such as the annual review of risk assessments (conservation tasks and sites, events, school visits, buildings), reporting any staff accidents or accidents that occur in parks. Liaise with Corporate Safety with regards to information updates and accident investigations.
- Drive and be responsible for allocated Council vehicles when carrying out day-to-day duties in accordance with the Council's code of conduct.
- Be responsible for vehicles and machinery used by the Parks Officers/Rangers in their day-to-day duties. Ensure licences/certificates are checked and verified for specialised equipment on a quarterly basis and servicing/maintenance is carried out in accordance with manufacturer's instructions.

Key relationships (internal and external)

- Line Manager
- Head of Parks
- Landscape Architects
- Colleagues within service, directorate and throughout the Council
- Contractors

- Customers
- Volunteers
- Councillors
- Relevant external agencies
-

Authority level

- None

Additional Requirements

- Wear and maintain a Council issued uniform presenting an image befitting of the service and Council.
- Willingness to work unsociable hours including evenings and Saturdays to facilitate community events, consultation events and nature conservation events.
- The Park Ranger team leader will be expected to work flexibly and be able to undertake all aspects of the park ranger role profile, within a matrix management environment.

Park Ranger Matrix

- Volunteering; Promote volunteering opportunities within parks and open spaces and support the work of colleagues/individuals/groups/organisations by providing guidance, tools and advice.
- Education; Work with colleagues, schools and community groups using a variety of media such as guided walks, events, etc. to promote parks and open spaces and responsible use of them.
- External grant funding/Partnership working; Secure external funding from organisations such as Natural England to improve parks and nature conservation sites in the Borough. Work with local community groups and internal grants officer to maximise opportunities to secure external funding and new partnerships.
- Planning; Comment on planning applications from a parks and open spaces, and nature conservation perspective ensuring such areas are enhanced and protected in accordance with planning guidance/policies.
- Nature Conservation; Coordinate the ranger team's nature conservation objectives according to local policy and coordinate ranger's task days accordingly. Ensure statutory compliance in terms of SINC reporting.

- Promotion/Marketing/CPD; Promote the ranger and parks service to the general public using a variety of media such as Ealing Council's website, social media, newspapers, introduction of a newsletters and others.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Ability to communicate effectively, both verbally and in writing, and liaise with colleagues, line manager and other Council services and external agencies
2. Ability to work as part of a team and independently where required following lone working procedures
3. Knowledge of (or ability to learn) nature conservation and wildlife management and associated practical skills including being physically able to carry out these activities
4. Knowledge of (or ability to learn) byelaws and relevant civil and criminal legislation appropriate to parks and open spaces
5. Knowledge to apply and implement Health and Safety at Work Act 1974 and other associated regulations appropriate to the role/service including risk assessment and method statements
6. Knowledge of working in partnership with other teams, services and external agencies such as the Police, Environment Agency, Natural England, etc.
7. Knowledge of working collaboratively with community groups and volunteers
8. Computer literate in MS Office (Word, Excel, PowerPoint, etc), email and ability to prepare and present reports and statements
9. Experience in applying for and managing external/grant funding and managing Green Flag inspections/management plans applications
10. Experience working in a parks and open spaces environment and experience working in a management/supervisory role
11. Ability to work outside normal office hours including early mornings, evenings, weekends and bank holidays Ability work in accordance with Council and service policies and procedures
12. Ability to drive a Council vehicle and experience operating machinery/equipment where required
13. Willingness to undertake continuous professional and personal development

Essential qualification(s) and experience

1. Further education, NVQ level 3 or equivalent
2. Experience in managing/supervising a team
3. Contributing to Council initiatives and multidisciplinary and inter-agency projects
4. Providing high quality technical advice to senior managers, Councillors and/or other stakeholders
5. Overseeing and managing projects and programmes to improve biodiversity

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards