# Job Description

## Seafront Ranger A blue and purple cover with white text  Description automatically generated

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| **Role Profile**  | Grade G |
| **Service/Team**  | Seafront – Operations  |
| **Reports to**  | Seafront Senior Ranger  |
| **Responsible for**  | N/A  |
| **Number of posts**  | 1  |
| **Post number**  | - - - - -  |
| **Career Grade**  | N/A  |

**My job improves the quality of life for the people of Bournemouth and Poole by…** Helping to deliver quality services for the visitors and residents of the resort.

**Job Overview**

To assist the management team in the day to day operation and of the seafront and its associated facilities. To manage assigned geographical areas and ensure adequate staffing levels ensuring an excellent and safe service at all times

### Key Responsibilities

* Actively manage the seafront taking responsibility for the facilities, including the offices, toilets, trains, lifts and all operational aspects
* To supervise the seasonal team, responding to the seasonal demands and provide direct supervision of seafront commercial activities i.e. deckchairs, beach chalets, trains, cliff lifts
* Ensure the financial returns and cost efficiencies are maximised
* Direct and patrol seafront areas providing assistance to the public and enforce byelaws, issuing FPNs and PCNs where required
* Actively engage with service users to educate them about the seafront
* Manage the works to the ‘out of scope’ seafront assets including fencing, plant & machinery, beach huts, drainage, surfacing etc. Undertaking regular checks and ensuring a safe and well-presented environment
* Support special events on the seafront, ensuring that services continue as the public would expect
* To act as an ambassador for the Tourism trade in the town

### Specific Qualifications and Experience

* Experience of the tourism related seasonal operation
* Supervisory or management qualification or experience of managing staff
* ICT literate and competent in using relevant equipment and software packages
* Experience in dealing with the public
* Basic experience of dealing with contractors and placing works orders
* Pool Plant Operators Certificate

### Personal Qualities & Attributes

* Ability to supervise and motivate staff
* Physically fit, manual handling
* Diplomatic and able to resolve conflict
* Excellent customer services
* High level of resilience, attention to detail, emotional intelligence, calm under pressure etc.
* Basic DIY skills

### Job Requirements

* Must be willing to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
* To work in locations between Bournemouth and Poole as required
* Flexible working – 5 in 7 days, work over major festivals (e.g. Bournemouth Air Festival) and Bank Holidays.
* To work annualised hours as seasonal demands dictate. The post holder is expected to work longer hours as required during the peak summer months and no annual leave will be allowed during these periods. Time will be taken off in lieu during the winter.

# Role Profile (OG02)

**Operational 2 (Grade G)**

# Competencies

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| **Managing,**  **Leading and**  **Developing**  **Others**   | May act as a lead, allocating work and coaching others |
| Contribute to and celebrate the success of the whole team |
| Encourage and listen to new ideas from everyone and be positive about change |
| Share open and honest feedback in a constructive manner  |
| **Knowledge** **and Skills**    | NVQ 4, HND or diploma (or equivalent experience) relevant to the role |
| Operational experience of specialised equipment and the safe application of procedures and techniques relevant to the role |
| Specialist knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non-compliance) relevant to own area of work, including broader commercial awareness |
| Provide advice on a range of issues within set operational guidelines |
| Analyse existing methods and techniques, highlighting issues to managers in order to support informed decision making |
| Understanding of project management |
| **Creativity and** **Innovation**   | Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience  |
| Recognise and understand the impact of incidents arising, and use effective interpersonal skills to develop solutions to a range of practical problems |
| **Relationships**   | Build supportive, positive and trusting relationships with others  |
| Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour  |
|  | Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious |
|  | Develop breadth or depth of knowledge through exposure to different activities and by learning from or shadowing more experienced colleagues |
|   | Appreciate diversity in both customers and colleagues and consider their specific needs  |
| **Decision making**   | Make evidence based decisions within set procedures, escalating to a manager where appropriate  |
|  | Within guidelines, deploy resources when necessary to respond to operational issues or emergency situations |
|  | Contribute to relevant project work |
| **Work**  **Demands**   | Plan and organise own workload, including some prioritisation of non standard work, supporting other operational areas where required |
|   | Work is likely to require intense physical effort (over lengthy period of time) and risk to personal safety |
|  | Elements of work are likely to be performed in challenging environmental conditions |