

**ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

**DEPARTMENT** COMMUNITY SAFETY & ENVIRONMENT

**POSTHOLDER**

**SECTION** PARKS ESTATES & OPEN SPACES

**GRADE** Scale 3

**POST DESIGNATION** PARKS RANGER

**REPORTING TO:** Parks Charge-hand Ranger

Purpose of Job:

Carry out patrols of parks, woodlands, open spaces, cemeteries and allotments ensuring the highest standard of safety and service to the public, assisting members of the public in a polite and courteous manner. Lock and unlock Parks and Park facilities. Ensure facilities and equipment are properly used, to keep sites clean and tidy and to carry out minor repairs. Work at one or a number of sites across the Royal Borough and where appropriate to drive Royal Borough vehicles. Work in partnership with Park Friends and other Community Groups.

Main Duties:

1. Encourage and promote the widest possible use of parks, woodlands, open spaces, cemeteries and allotments by all groups and individuals. Provide information on Parks Estates and Open Spaces sites to members of the public and other interested parties.
2. Actively participate in the translation of various aspects of historical knowledge, natural history and other features of parks and open spaces to park users, ensuring all communications with park users are customer focused and professional. Ensure a full understanding of relevant Byelaws.
3. Support the organisation, provision and delivery of both routine and special events in parks and open spaces.
4. Participate in the organisation and research for user surveys, feasibility studies and management plans to establish public requirements and improvement of the Service, liaising with the Communications Unit and specialist staff as necessary. Assist in the preparation of reports and relevant information and to attend public or other meetings as required.

5. Collect and receive money for use of facilities, issue receipts and to be accountable for that income. Ensure that the income is stored securely and to keep accurate records of income collected. Provide the Parks Charge-hand Ranger or Parks Senior Ranger with a statement of income and monies collected. Verify season tickets and other bookings, liaising with Parks Business Support & Finance team as required to assist in maintaining accurate records of sports bookings.
6. Responsible for undertaking patrols and regular inspections of parks, open spaces, woodlands, cemeteries and allotments as required, visual safety and operational inspections of playgrounds, play equipment sports areas, and outdoor gyms and maintaining electronic or written record systems as required. Ensure general safety of the public and to assist in the enforcement of byelaws, dog control orders and regulations with diplomacy.
7. Assist with enquiries and undertake investigations into and respond to complaints. Assist with the implementation of corrective action or revised procedures as appropriate.
8. Advise the Parks Charge-hand Ranger or Parks Senior Ranger of items requiring repair or maintenance, preparing and submitting any necessary written or electronic report as appropriate. Use electronic devices or paperwork systems as required. Work in accordance with work programmes. Maintain sites for which responsibility is allocated in a clean and tidy state and to carry out minor repairs or maintenance of a low skilled nature. Such tasks will include:
  - a) The collection and disposal of litter (including collection of litter from water features using nets, waders or boats as required) and emptying of litter bins and dog bins.
  - b) Sweeping/blowing of paths, playgrounds, car parks, sports areas, and similar hard surfaces (including leaf clearance) and removal of fly tips.
  - c) Cleaning park furniture, removal or masking of graffiti (using appropriate chemicals, paint, mechanical and other equipment as directed and ladders and elevated platforms where required).
  - d) Preparation of bowling greens, tennis courts and other sports facilities for play and issue and receipt back of sports equipment.
  - e) Sweeping out and cleaning of changing facilities, pavilions and other Parks buildings.
  - f) Using a range of hand and mechanical tools to maintain and keep areas clean.
  - g) Pruning to ensure safe access to public areas and access to litter pick etc.
  - h) Painting fences/railings and other parks infrastructure.
  - i) Repairing fences and other parks infrastructure.
  - j) Clearance and disposal of faeces and dead animals.
  - k) Snow/ice clearing and gritting of pathways and steps.
  - l) Putting up/taking down marquees, staging, temporary signage and other event related items.
  - m) Carrying out the role of a paddling pool attendant.
  - n) To undertake legionella water temperature checks and meter readings for various utilities.
  - o) To ensure that mess rooms and offices are kept clean and tidy.
  - p) Supporting guided walks and public tours at Maryon Wilson Animal Park and other sites

9. Ensure the security of parks, open spaces, woodlands, cemeteries, allotments and other PE&OS sites by the locking and unlocking of gates, buildings, playgrounds, etc. Ensure reasonable security of public changing facilities as necessary.
10. Responsible for the summoning of emergency services following accidents or incidents, preparing a formal report and completing anti-social behaviour records for the Parks Charge-hand Ranger or Parks Senior Ranger on each occasion. Notify the Charge-hand Ranger or Parks Senior Ranger of other issues such as abandoned vehicles, fly-tipping, graffiti removal and other anti-social behaviour.
11. Wear the appropriate uniform at all times and ensure you present a smart, clean and tidy appearance.
12. Implement and maintain policies and procedures for the Parks Rangers services and measure performance against published standards/KPIs.
13. Carry out any additional duties not listed above that are commensurate with the grade of the post, as allocated by the Parks Principal Ranger.
14. Undertake all duties with due regard to the provisions of health and safety regulations and legislation, the Council's Equality and Diversity and Customer Care policies, and the New Technology agreement.