

Job Description

JOB TITLE:	Community Park Ranger
GRADE:	E
POST NUMBER:	
DIRECTORATE:	Children and Culture
SERVICE:	Arts, Parks and Events
RESPONSIBLE TO :	VARIOUS
RESPONSIBLE FOR:	N/A
	<p>DBS Basic / Enhanced check required</p> <p>This post is not politically restricted</p>
JOB SUMMARY:	<p>To work across any of the 120+ parks in Tower Hamlets, and to be an approachable and recognisable uniformed presence in the parks and play areas and to communicate with the users, providing information and support as necessary in all weather conditions. To plan, provide support and lead small-scale events, play programmes and activities both outdoors and in council owned buildings for children, families and volunteers.</p> <p>To protect and maintain the infrastructure of the parks and play areas including undertaking cleaning, gardening, repairs and maintenance as required and monitoring security. To support the development and delivery of park improvement projects. To ensure the health and safety of the public using our facilities.</p>
ROLE REQUIREMENTS:	
1.	Patrol parks, monitor and report potentially unsafe activities and anti-social behaviour and encourage park users to comply with the Park Byelaws and other regulations.
2.	Liaise with and plan joint operation patrols with Police teams; Youth Rapid Response Team and Local Environment Teams, and other relevant teams and external partners.
3.	Identify and report, verbally and in writing, on maintenance

	standards, repair needs, service improvement issues, and any factors affecting the health, safety and enjoyment of park users.
4.	Deal with the public in a courteous and efficient manner, answering questions relating to parks, noting and reporting any complaints to the parks management.
5.	Establish and maintain communication and consultative links with users, local organisations, key partners, service providers and relevant sections of the Council.
6.	Assist with the planning and delivery of community events and activities, supervise activities and facilities (including sports) and all volunteer programmes.
7.	Plan, deliver and supervise play activities (including organised play and water play).
8.	Act as the key holder for opening and closing the sites and facilities within parks during operational hours.
9.	Undertake parks and building maintenance as required including: cleaning and graffiti removal; litter collection; basic gardening; minor repairs; small landscape and environmental projects; and animal welfare including disposing of dead animal carcasses and render help for injured animals etc.
10.	Under the direction of park management, provide support to park improvement projects.
10.	Carry out inspections of parks, playgrounds and parks buildings, record findings and report, verbally or in writing manually or digitally, on all maintenance, repair and renewal needs. To be accredited as a routine inspector of children's playground equipment on the RPII register.
11.	- Ensure that services are accessible and inclusive to children of all abilities and ages leading on the provision of stimulating play activities for children of all abilities and targeting priority groups as directed.
12.	Actively participate in the planning, promotion and development of a range of events and activities in parks. Provide practical support for the duration of any events; assisting with deliveries, setting up, stewarding, welcoming and supporting participants, and post event; taking down, removal from site, monitoring and recording any damage, and providing relevant information for any post event analysis.
13.	Ensure film, event and trading permits are checked to verify that organisations/person have the required permission.

	This also includes checking that the person has the appropriate licences for their activity or event.
14.	Supervise the use of fee-earning facilities including sports activities, changing / function rooms in accordance with council policies and procedures. Arrange and set up and clear up furniture / fixtures as appropriate in fee earning facilities, clear equipment. Record, count and secure monies if applicable. Collate and analyse information on fee earning facilities. Provide onsite supervision of sports, events and activities.
15.	Carry out site visits and liaise with contractors, including contractors delivering park improvement projects. Provide and control access for contractors and service providers in relation to repairs and maintenance, building inspections, events, landscape works, emergency services.
16.	Assist the management team and other staff in relation to insurance claims, investigations and other reported problems in the parks and play facilities. Provide witness statements and attend court or other hearings as necessary.
17.	As directed, maintain records relating to activity, events, including park improvement projects.
18.	Supervise the use of splash pool and be responsible for operating and monitoring the pools plant room - following training to be certified and registered as a Pool plant operator by an approved body and update training when required.
19.	To facilitate the movement and use of tools and heavy equipment as required across park sites.
HEALTH AND SAFETY	The Council is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all activities to safeguard employees, contractors, members of the public, property and environment and to comply with all requirements under the Corporate Health and Safety Policy, including:
20.	Maintain familiarity with Council and any other relevant Health and Safety policies and procedures and codes of practice, ensure you work safely and appropriately at all times. Including following the council's procedures to ensure Safeguarding for children and vulnerable adults and taking the necessary action in line with these procedures, including reporting any concerns associated with child safety or child protection to management.
21.	Attend Health and Safety and other associated training and identify any training needed to ensure you are able to maintain your safety, as well as that of colleagues and the public.
22.	Contribute to the production of risk assessments for all work activities / significant risks associated with your area of work and that these risks are controlled, mitigated and monitored.

23.	Ensure all accidents, incidents, etc. are reported and recorded in line with the Council's Accident / Incident Reporting procedure.
24.	Ensure the customer care standards are met regarding the health and safety and the public by recording complaints and other incidents that take place in parks and open spaces by taking appropriate action.
25.	Utilise risk assessments on site to ensure that risk to the user, staff and members of the public are minimised, and that significant hazards are made safe in an efficient and effective manner. Be aware of potential security threats and take appropriate action in relation to suspect packages or activity.
26.	Administer First Aid to level of competence; summon assistance from the emergency services as necessary and to protect public safety and the infrastructure of the park. Record and report all such incidents to supervisor/management on site. To be certified and registered as a first aider by an approved body and update training when required.
CORPORATE RESPONSIBILITIES	
27.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
28.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
29.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
30.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
31.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
32.	To support and supervise volunteers and to support the induction of new starters, trainees and casual workers.
33.	Assist with user surveys, such as questionnaires, and other consultation carried out in parks and open spaces or at other locations across the borough.

34.	Attend meetings and activities with community groups to promote and develop community involvement in parks and the development of the parks and open spaces. Provide feedback to senior management on user and non-user views, needs and suggestions.
SERVICE	
35.	Working in a front-line service.
PERFORMANCE	
36.	To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Duties require working without direct supervision at across any of the 120+ parks, playgrounds, buildings and open spaces located throughout the Borough.

Be able to work evenings and weekends as required with appropriate notice. .

Staff who are contracted to work at Victoria Park will be required to work annualised hours, undertake shift work and weekend work.

Staff holding full UK driving license will be required to drive council vehicles.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>Good understanding of parks and open spaces including current issues</p> <p>Sound knowledge of customer care and good practice</p> <p>Good understanding and commitment to Health & Safety standards and requirements</p> <p>Good understanding of issues associated with Safeguarding of children and vulnerable adults</p> <p>Basic knowledge and understanding of horticulture and biodiversity</p> <p>Good understanding of opportunities for community engagement through Parks and Open Spaces</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p>
Qualifications & Experience	<p>Experience of working in a parks and open space setting or other comparable frontline service</p> <p>Experience of developing programmes of activity for adults and children</p> <p>Ability to carry out basic, routine maintenance</p> <p>Well-developed communications skills for dealing with the public, community groups and officers in written and oral form.</p> <p>Experience in IT programmes, with ability to use the Internet,</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>

	<p>email, Word and Excel programme etc</p> <p>Experience of carrying out compliance inspections</p> <p>Experience of planning and delivering a programme of play activity</p> <p>Experience of improvement projects in parks</p>	<p>D</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Takes steps to get to know people within in the team and to build positive relationships with them	E	I
We are OPEN and transparent	<p>Shares relevant information, in a way, that is easy to understand</p> <p>Uses effective listening and questioning techniques to understand the needs of others</p>	<p>E</p> <p>E</p>	<p>I</p> <p>I</p>
We are WILLING to challenge, innovate and be accountable	<p>Takes accountability for delivering clear goals and targets, whilst setting high standards, for self and others</p> <p>Commitment to own learning and development and ability to share good practice and learn from others</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>I</p>
We empower each other to be EXCELLENT and go the extra mile	Does work, within own area, without being asked or told to do it, because they can explain the difference they have made	E	A/I
We RESPECT all communities, they are the heart of	Uses customer feedback to actively improve customer outcomes and the way services are delivered	E	A/I

everything we do	Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service	E	I
Additional Requirements	<p>(Examples provided below)</p> <p>Willingness to work flexible hours including evenings and weekends in line with rota, unless there is good reason where this is not possible.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p> <p>Ability to undertake uniformed patrols of park and open spaces by foot, bicycle or motorised vehicle.</p> <p>To hold a full UK Driving Licence.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>A</p>