

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: **Open Space Ranger**

Post No: **10001207**

Department: **Public Realm - Operational Services**

Grade: **2 to 4**

Reports to: Horticultural Services Manager / Nature Conservation Manager

1. Job Purpose

To be responsible for the maintenance of all open space, recreational grounds, parks, cemeteries / crematorium grounds and other assets under the operation of the Public Realm service.

2. Job Activities

- a) Maintenance of the following; formal garden areas including the planting of seasonal flower beds, grass and hedge cutting using powered pedestrian and ride on equipment, shrub bed maintenance, the application of pesticides, provision and maintenance of sports pitches, cemeteries including grave digging by manual and mechanical methods, the maintenance of trees on Council owned areas and the highway.
- b) To work with the Horticultural Service Manager, the Nature Conservation Manager and the Open Space and Transport Manager and Public Realm (Play) Officer to determine priorities and to engage in projects for service improvements as required.
- c) To challenge behaviours including the enforcement of Council Byelaws, Anti –Social behaviour when required
- d) To engage with the public and service users offering information, advice and assistance in relation to Public Realm and the Council generally.
- e) To liaise and work with other departments to manage risk, promote safe working practices and for the continuous improvement of the wider public realm.
- f) To establish and maintain a good general knowledge of all the different facets of the department and the Council in general in order to respond to customer queries
- g) To contribute to the improvement of service delivery.
- h) Such other duties as may be required by the Council from time to time

3. Corporate Responsibilities

Maintain a constant focus on service improvement within the department seeking continuous improvement in reducing costs, increasing efficiencies and looking for alternative delivery methods.

Must contribute to good performance on relevant performance indicators both local and statutory as part of a team.

Must maintain high quality corporate and service standards and best practice as required.

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including but not exclusively: Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, My Performance, No Smoking, Sickness & Ill Health, Stress, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IIP)

4. Special Conditions

You will be required to work a maximum of 37 hours per week spread flexibly across seven days including Bank Holidays.

You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

Aug 12

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: **Open Space Ranger**

Post Nos: **10001207**

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- Using English Language commensurate with ability to input data and to report findings.
- Able to operate MS-Word, Excel and Outlook (a Level 2 – an IT qualification would be an advantage)
- Experience of delivering a customer focused service to the general public
- Relevant open space / horticulture qualification or equivalent experience -
- Full Manual Driving Licence

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others.
- b. Adapts to the team and builds team spirit.
- c. Recognises and rewards the contribution of others.
- d. Listens, consults others and communicates proactively.
- e. Supports and cares for others.
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff.
- b. Builds wide and effective networks of contacts inside and outside the organisation.
- c. Relates well to people at all levels.
- d. Manages conflict.
- e. Uses humour appropriately to enhance relationships with others.

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise.
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
- c. Shares expertise and knowledge with others.
- d. Uses technology to achieve work objectives.
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- f. Demonstrates an understanding of different organisational departments and functions.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following instructions and procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

7.2 Coping with Pressure

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it

Applicants should note:

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role that will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake the personal development necessary to meet fully the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*
- *Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.*

CAREER GRADE SCHEME

Service	Public Realm	Applies to Post No(s)	
Post Title	Open Space Ranger	Grades	2 to 4
Level 1 – Initial appointment and induction – Pay Grade 3 SCP 15 All induction requirements must be satisfactorily completed			

Level 2 – Criteria to be met before progression to Pay Grade 3 SCP 15			
Competency	Criteria Ref:	Heading	Behaviours
	1	(2.1) - Working with People	a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses Generally a good performance against criteria a) – f) with a maximum of two areas in need of development
	2	(3.1) - Relating and networking.	a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others Generally a good performance against criteria a) – e) with a maximum of two areas in need of development
	3	(4.2) - Applying Expertise and Technology.	a. Applies specialist and detailed technical expertise. b. Develops job knowledge and expertise (theoretical and practical) through continual professional development. c. Shares expertise and knowledge with others. d. Uses technology to achieve work objectives. e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. f. Demonstrates an understanding of different organisational departments and functions. Generally a good performance against criteria b) – e) with a maximum of two areas in need of development

	4	(6.2) Delivering Results and Meeting Customer Expectations.	<p>a. Focuses on customer needs and satisfaction; b. Sets high standards for quality and quantity; c. Monitors and maintains quality and productivity; d. Works in a systematic, methodical and orderly way; e. Consistently achieves project goals.</p> <p>Generally a good performance against criteria a) – e) with a maximum of two areas in need of development</p>
	5	(6.3) Following instructions and procedures.	<p>a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation f. Complies with legal obligations and safety requirements of the role</p> <p>A good performance against criteria a) – f) with a maximum of two areas in need of development</p>
	6	Coping with Pressure (7.2)	<p>a. Works productively in a high pressure environment b. Keeps emotions under control during difficult situations c. Balances the demands of a work life and a personal life d. Maintains a positive outlook at work e. Handles criticism well and learns from it</p> <p>A good performance against criteria b) – e)</p>
Knowledge & Formal Training	7	English Language commensurate with requirement for data input and reporting	Requirement at all grade levels
	8	Experience of Word / Excel etc. (a level 2 IT qualification would be an advantage)	<p>Requirement at all grade levels</p> <p>Word, Excel, Outlook, Internet, Intranet</p> <p>Specific data base systems within this post as listed below:</p> <ul style="list-style-type: none"> Effectively ensuring information on computer systems such as hand held computer terminals and ipads / smart phones designed for Council use is kept up to date and accurate. Competent use and knowledge of software relating to open space work including hand held terminals.
	9	Experience of delivering a customer focused / enforcement based service to the general public	A minimum of one year's experience working in a customer focused organisation including dealing with the public.

	10	<p>Completed health and safety training requirements – manual handling, hand / arm vibration and others consistent with requirements of job.</p> <p>Qualification / cert of competence in use of equipment – mowers, ride on mowers, hedge trimmers, chain saw, use of pesticides</p>	<p>To attend courses with required competency agreed</p> <p>Successful experience of working in at least 4 of the areas</p> <ul style="list-style-type: none"> • Nature Conservation • Horticultural work including tree management • Planting schemes • Weed spraying • Sports pitch management • Cemetery – grave preparation • Plant and machinery for agricultural / horticulture – grass cutting, trimming / strimming
Tasks / Skills	Criteria Ref:	Item	Performance
		Eye for detail / ability to recognise problems and to respond appropriately	<ul style="list-style-type: none"> • Record of reporting and recording issues of concern or service improvements
	11	Ability to meet deadlines and to learn new tasks and embrace change while delivering quality services	<ul style="list-style-type: none"> • Record of work projects • Record of change of work pattern and type • Record of working under pressure
There is an on-going need for staff to operate at this higher level.			

Level 3 – Criteria to be met before progression to Pay Grade 4 SCP 18 whilst continuing to meet criteria for all previous levels

Competency	Criteria Ref:	Heading	Behaviours
	1	2.1 - Working with People	<ul style="list-style-type: none"> a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses <p>A strong performance against criteria a) – f) with potentially one area in need of further development</p>
	2	3.1 Relating and Networking	<ul style="list-style-type: none"> a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others <p>A strong performance against criteria a) – e) with potentially one area in need of further development</p>
	3	4.2 Applying Expertise and Technology	<ul style="list-style-type: none"> a. Applies specialist and detailed technical expertise. b. Develops job knowledge and expertise (theoretical and practical) through continual professional development. c. Shares expertise and knowledge with others. d. Uses technology to achieve work objectives. e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. f. Demonstrates an understanding of different organisational departments and functions. <p>A strong performance against criteria a) – e) with potentially one area in need of further development.</p>
	4	(6.2) Delivering Results and Meeting Customer Expectations.	<ul style="list-style-type: none"> a. Focuses on customer needs and satisfaction; b. Sets high standards for quality and quantity; c. Monitors and maintains quality and productivity; d. Works in a systematic, methodical and orderly way; e. Consistently achieves project goals. <p>Generally a good performance against criteria a) – e) with a maximum of one area in need of development</p> <p>A</p>
	5	(6.3) Following instructions and procedures.	<ul style="list-style-type: none"> a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation

			<p>f. Complies with legal obligations and safety requirements of the role</p> <p>A strong performance against criteria a) – f) with a maximum of one area in need of development</p>
	6	Coping with Pressure (7.2)	<p>a. Works productively in a high pressure environment</p> <p>b. Keeps emotions under control during difficult situations</p> <p>c. Balances the demands of a work life and a personal life</p> <p>d. Maintains a positive outlook at work</p> <p>e. Handles criticism well and learns from it</p> <p>A strong performance against criteria d) & e)</p>
Knowledge & Formal Training	7	Higher level health and safety qualification in first aid, legionella awareness, or equivalent	<ul style="list-style-type: none"> Courses attended / competency agreed
	8	Experience of Word / Excel etc (a level 2 IT qualification would be an advantage)	<p>Requirement at all grade levels</p> <p>Word, Excel, Outlook, Internet, Intranet</p> <p>Specific data base systems within this post as listed below:</p> <ul style="list-style-type: none"> Effectively ensuring information on computer systems such as hand held computer terminals and I pads / smart phones designed for Council use is kept up to date and accurate
	9	Experience of delivering a customer focused / enforcement service to the general public	A minimum of two years' experience working in a customer focused / enforcement organisation including dealing with the public either face to face or over the telephone.
	10	Undertaken further training in a leadership / supervision course.	A Level 2 or higher qualification in either customer Service or Business Administration / Risk Management / Health and Safety or team leading. Equivalent qualifications in related areas will be considered.
Tasks / Skills	Criteria Ref:	Item	Performance
	11	<p>Knowledge of Public Realm and open space / nature / tree work or equivalent.</p> <p>Demonstrated higher level of ability or wider range of skills</p>	<p>Successful experience of working in and demonstrated competence in least 8 of the areas</p> <ul style="list-style-type: none"> Horticultural services Open Space inspection / maintenance Nature conservation Arboriculture Excavator driving Tractor driving Pesticides Turf management Shrub pruning Strimmer / hedge work
There is an on-going need for staff to operate at this higher level and that all previous requirements continue to be met.			

It is important that the contents of this Career Grade Scheme remains relevant to the current and future needs of the Council. They are therefore subject to annual management review and amendment.

Approved	Head of Dept Sign		Date	
	Workforce Dev Mgr Sign		Date	

For the use of the Human Resource Department only

	Signed	Date
Existing employees		
<input type="checkbox"/> Letter sent to employee		
<input type="checkbox"/> Copy for Exchequer		
<input type="checkbox"/> Copy for employees personnel record		
Recruitment		
<input type="checkbox"/> PDF version attached to recruitment site on internet		
<input type="checkbox"/> PDF version attached to Workforce		
<input type="checkbox"/> Copy for interview panel		