

Job Description and Person Specification

Role: Urban Ranger



Job Description

Job Title	Urban Ranger
Grade	4
Service	Parks and Open Spaces
Reports to	Commercial & Visitor Experience Manager
Location	Whitley Depot, Coombe Abbey, War Memorial Park and associated sites and City Wide
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Under the general direction of the Commercial & Visitor Experience Manager

1. The provision of high quality, safe and accessible parks and open spaces that contribute to the health, wellbeing, and quality of life of local people.
2. The delivery a community-led events and activities programme.

Main Duties & Key Accountabilities

1. Enhance the enjoyment, safety, security and understanding of the designated speaces by the public, visitors, businesses and organised groups of Coventry
2. Provide information about and assist with the organisation and operation of community events and activities.
3. Assist with reporting and addressing defects, incidents and anti-social activities through the appropriate channels and with appropriate partners.
4. Work proactively with partners, community groups, special interest groups and businesses on events and activities and educational programmes, which encourage use of designated spaces and fosters empathy for them.
5. Seek at all times to maintain a positive image for the City of Coventry.
6. Undertake a range of maintenance tasks in the designated spaces in line with the City Council's Health and Safety Policy.
7. Contribute to the delivery of agreed plans and targets.
8. Ensure that the City Council's Equal Opportunities Policy and practices are observed in all activities

9. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Community groups, Friends of Parks, funding charities	All associated teams in Environmental Services.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person specification

Job Evaluation Code	
Knowledge	
Understanding of the management of the outdoor environment with regard to wildlife and sustainability.	
An understanding and awareness of Health and Safety issues.	
An understanding of the issues affecting disadvantaged communities.	
Skills and Abilities	
Ability to effectively communicate in writing, on the telephone and face to face with individuals and groups of people.	
Listening skills, seeking clarification and giving information in a concise and clear manner.	
Able to follow complex written and verbal instructions.	
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Able to work sensitively within a diverse multi-cultural, multi-faith community.	
Able to work flexibly, including some weekend, evening and bank holiday working.	
Able to remain calm and reasonable in difficult situations.	
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PC keyboard skills to input and retrieve data.	
Able to undertake word processing.	
Able to work on own initiative.	
Able to work with a diversity of businesses, and community and special interest groups.	

Experience
Urban parks, countryside, woodland or river / waterway management.
Community development
Youth work / work in an educational setting.
Events organisation.
Qualifications
No formal qualifications are necessary.
Special Requirements
Possess a full, clean driving licence
Working weekends and Bank Holidays

Date Created	August 2024	Date Reviewed	August 2024
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