

Job Description and Person Specification

Role: Urban Ranger



Job Description

Job Title	Urban Ranger
Grade	4
Service	City Services
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. Support the City Services Team in the effective operation of the service.
2. Facilitate the delivery of a community-focused events and activities programme.
3. Contribute to the provision of high-quality, safe, and accessible parks and open spaces that enhance the health, wellbeing, and quality of life of residents.

Main Duties & Key Accountabilities

1. Enhance the public's enjoyment, safety, and understanding of designated spaces, fostering positive experiences for visitors, businesses, and community groups.
2. Provide support in the planning, promotion, and execution of community events and activities.
3. Identify and report issues such as defects, incidents, and anti-social behavior, working with partners to address them effectively.
4. Collaborate proactively with partners, community groups, special interest organisations, and businesses to develop events, activities, and educational initiatives that promote the use of designated spaces and encourage community engagement.
5. Act as an ambassador for the City of Coventry, maintaining a positive and professional image at all times.
6. Perform maintenance tasks within designated spaces, adhering to the City Council's Health and Safety Policy to ensure the spaces remain safe and well-maintained.
7. Contribute to the achievement of agreed goals and objectives.

8. Uphold and promote the City Council's Equal Opportunities Policy in all activities and interactions.
9. Undertake additional duties and responsibilities as required, within the scope of the role and salary grade.

Key relationships

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

Standard information

Post holders will be accountable for performing 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 outdoor environment management, including wildlife and sustainability considerations.	
Awareness of Health and Safety issues.	
Knowledge of challenges faced by disadvantaged communities.	
Skills and Abilities	
Strong communication skills, including effective written, verbal, and face-to-face interaction with individuals and groups.	
Active listening skills, with the ability to seek clarification and convey information concisely and clearly.	
Ability to follow complex written and verbal instructions.	
Sensitivity and adaptability to work within diverse, multi-cultural, and multi-faith communities.	
Flexibility to work weekends, evenings, and bank holidays as needed.	
Ability to remain calm and reasonable in challenging situations.	
Proficient computer skills, including data input, retrieval, and word processing.	
Self-motivation with the ability to work on your own initiative.	
Capability to collaborate with a wide range of businesses, community organizations, and special interest groups.	

Experience
Experience in urban parks, countryside, woodland, or river/waterway management.
Background in community development.
Previous work with youth or in educational settings.
Experience in organising events.
Qualifications
No formal qualifications are required.
Special Requirements
Possession of a full, clean manual driving license.
Willingness to work weekends and bank holidays as necessary.

Date Created	January 2025	Date Reviewed	February 2025
---------------------	--------------	----------------------	---------------