

## **JOB DESCRIPTION**

**Department:** Green Infrastructure

**Location:** Boroughwide

**Team:** Community & Resource

**Post No.**

**Post:** Ranger 1 Car Park Seasonal x 3

**JE No.**

**Grade:** B (Indicative)

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**Responsible to:** Facility Management Officer

**Responsible for:** There are no direct reports

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### **Job Purpose:**

Delivery of front facing customer care in support of the Green Infrastructure team working in car parks.

To act as an ambassador for the Green Infrastructure Service and Sefton Council

### **Main Duties and Responsibilities:**

The post holder will be required to:

1. Undertake general duties, ticket checking, taking payment and accounting for cash, giving advice, and customer service.
2. Liaise and communicate with the public, colleagues, management and other Council services in a polite a courteous manner.
3. To report any incidents, issues or concerns relating to use or abuse of our sites to your supervisor/manager.
4. Ensure the car park facilities are cleaned to the specified standards/frequency, correctly used and maintained in a safe working order.
5. Adhere to safe working practices, risk assessments and Health & Safety procedures, having due regard to the safety of the public.
6. Maintain basic work records, inspection tick sheets and procedural documentation as directed.
7. Take responsibility for the security of equipment, tools and buildings as directed.

8. Personal responsibility to ensure you report to work wearing issued uniform and PPE at all times, appropriately dressed for the weather/working conditions.

### **Team Service Description:**

Green infrastructure provides our communities with a clean, green Borough (including parks and greenspaces, trees and woodlands, play and recreational facilities, and our coast and countryside, which include specially protected sites) to the benefit of residents, visitors, investors, and nature.

The team focuses on the interactions this service has with the public both as users of services and volunteers. It encourages positive use, and discourages abuse. It manages trees and woodland across the borough, as well as sports and recreation users, and the commercial elements of the overall service. It measures performance of the service via quality and benchmarking awards. It is also the central point for business support and administration.

Supported by the Development Team it identifies, develops and delivers strategies and plans which lead to improvements to Green Infrastructure to contribute to the service outcomes and vision above. It delivers continuous improvement to develop the most effective, efficient and customer focused service including development of commercial opportunities relating to the use of its assets.

### **To Deliver the following Outcomes:**

- Increase community involvement that supports our outcomes
- Increase the financial returns on our assets
- Support the management and development of our green infrastructure to deliver benefits for people, place and nature

### **Linkages:**

To deliver the outcomes for your role and your team, and to contribute to the delivery of Council outcomes, you will be expected to work with other teams within the Green Infrastructure Service, other corporate departments, outside agencies and partners and members of the public. Some of the critical relationships for your post include:

- Customers
- Community

This does not represent an exhaustive list.

### **Qualifications and Experience:**

See Person Specification

### **Organisation Chart:**

See attached.

### **Special Conditions:**

Working weekends, evenings and Bank Holidays will be a requirement of this role

Lone working

**General:**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All members of staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared By:**

**Designation:**

**Date:**

## **PERSON SPECIFICATION**

Post: Car Park Seasonal Assistant

Post No.

Department: Green Infrastructure

Team: Community & Resource

Personal Attributes Required (considerations)	Essential (E) Or Desirable (D)	Method of Assessment (suggested)
<b><u>QUALIFICATIONS/TRAINING</u></b>		
NVQ Level 1 in Customer Care/Service, or equivalent.	(D)	AF/C
GCSE in Mathematics and English, or equivalent.	(D)	AF/C
Certification in maintenance machinery/equipment operations. Examples would be: Strimmer/Brushcutter, Hedge-trimmer, and Pedestrian Mower.	(D)	AF/C

<p><i>EXPERIENCE</i></p> <p>Experience of working in a commercial, customer-facing environment, dealing with customers in a pleasant and approachable manner.</p>	(E)	AF/I
<p><i>KNOWLEDGE/SKILLS/APTITUDES</i></p> <p>Ability to communicate orally or in writing to inform customers and other members of staff Ability to use tact when dealing with potentially difficult subjects</p> <p>Basic IT skills, e.g. ability to use a cash register, and ticketing system.</p> <p>Attention to customers needs and ability to focus for short periods of time eg checking tickets, and taking payments</p> <p>Ability to adhere to procedures, but making minor decisions involving the use of initiative. Accurate reporting of progress or problems to the supervisor or manager. Able to work with minimal direct supervision</p>	<p>(E)</p> <p>(D)</p> <p>(E)</p> <p>(E)</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p><i>SPECIAL REQUIREMENTS</i></p> <p>The Post holder will be expected to work shifts, (early &amp; late) and weekends in accordance with the opening hours of the car parks</p> <p>Potential for exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behaviour.</p>	<p>(E)</p> <p>(E)</p>	<p>AF/I</p> <p>AF/I</p>

*Prepared by:*

*Date:*

AF = Application Form

C = Certificate

I = Interview

T = Test

P = Presentation