

Countryside Warden

Department	Parks and Countryside
Pay Grade	G4
Responsible to	Countryside Manager

Role Purpose

Responsible for the practical day-to-day operational running of the Council's Countryside sites including habitat and land management, conducting ecological surveys, overseeing volunteers and contractors, building relationships with Friends groups and stakeholders and enabling and promoting a positive customer experience.

Role Specific Responsibilities / Accountabilities

- To deliver day-to-day management of the Council's countryside sites: Warnham LNR, Southwater Country Park, Chesworth Farm LNR, Owlbeech and Leechpool Woods, Monkmead Woods, Sandgate Park, Highwood Hill, Bramber Brooks, Henfield Commons and other sites of ecological value. Take a lead role for one or more of these countryside sites, but able to work within any Parks and Countryside site when needed.
- Carrying out habitat and access management, practical maintenance of infrastructure, including the use of hand and power tools and specialist equipment. Ensuring the sites are clean, safe and welcoming for all visitors as well as ensuring wildlife habitats are protected and enhanced where possible.
- To be responsible for the upkeep of tools, equipment and machinery ensuring regular checks are carried out and that all staff and volunteers are properly trained in their safe use.
- To organise, direct and supervise volunteers ensuring that they carry out practical work tasks across all sites in a safe, approved and consistent manner. Ensuring that all volunteers are recruited following Council processes, effectively trained and provided with appropriate support.
- To liaise with Friends groups and other key stakeholders, attending meetings as a Council representative, building and maintaining positive relationships, providing support where needed.
- To ensure that high standards of health and safety are achieved across all Countryside sites, risk assessments are kept up-to-date, regular safety and quality inspections for all infrastructure are recorded and issues are reported.
- To undertake livestock management, including daily welfare checks, animal husbandry tasks, and the upkeep of movement and other records to the required DEFRA standard
- To have a positive, customer-friendly, welcoming approach when interacting with visitors, ensuring a good customer experience and promotion of the sites through word-of-mouth. Maintaining a professional and calm manner when dealing with difficult, upset or aggressive visitors. To liaise with partner agencies

when anti-social behaviour is experienced on sites and to look for opportunities to minimise where possible.

- To oversee contractors carrying out works on site when needed. Liaising with suppliers, using the Council's finance systems to gain quotes, purchase materials, equipment and organise small works projects.
- Working in partnership with volunteer groups and external organisations, develop, implement and review a programme of green space activities to engage communities in learning about and experiencing their local environment. To provide natural history and conservation advice to the public and Council staff.
- To undertake wildlife and biodiversity surveys across the Council's green spaces, recording accurate data and reporting to the Sussex Biological Records Centre.
- Promote and support projects and initiatives involving climate change, biodiversity and ecology and offer landowner advice where necessary
- Maintain excellent working relationships with other Council teams, partner organisations and concessionaires based at the sites such as catering and activity providers.
- To assist in the production, monitoring and updating of site management plans, capital funding bids and other developmental projects or strategic work.
- Regular weekend working (1 in 4) and some evening work is an essential part of this role Uniform and PPE will be provided
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Practical experience in habitat and land management, maintenance of fencing and path works
- Visitor management experience including dealing with antisocial behaviour and challenging situations in a calm and professional manner
- A flexible, friendly, customer-focused attitude
- Enthusiasm and desire to maximise the conservation and community engagement opportunities of the role
- Experience in Health and Safety relating to site management
- Experience in supporting and supervising volunteers and community groups
- Able to take initiative and work alone as well as part of a small team. Able to work outdoors, in rough terrain and in all weathers
- Full and current UK driving licence

Desirable Criteria

- Good wildlife identification and natural history skills and a passion to communicate this to a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
- Educated to degree level or equivalent, in countryside management, ecology or similar relevant subject
- First Aid and Chainsaw qualifications

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly