

# Assistant Countryside Warden

<b>Department</b>	<b>Parks and Countryside</b>
<b>Pay Grade</b>	<b>G3</b>
<b>Responsible to</b>	<b>Ecology and Countryside Manager</b>

## Role Purpose

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Assist with the practical day-to-day operational running of the Council's Countryside sites including habitat and land management, overseeing volunteers and enabling and promoting a positive customer experience.

## Role Specific Responsibilities / Accountabilities

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- To assist with day-to-day activities 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.
- To carry out habitat and access management, practical maintenance of infrastructure, including the use of hand and power tools and specialist equipment As appropriate 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 volunteers ensuring that they carry out practical work tasks across all sites in a safe, approved and consistent manner.
- 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 assist with 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 undertake wildlife and biodiversity surveys across the Council's green spaces, recording accurate data and reporting to the Sussex Biological Records Centre.
- To 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.
- Occasional weekend working may be required. Uniform and PPE will be provided.
- To carry out such other duties that may reasonably be required.

## Knowledge, Skills and Qualifications

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**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 or customer focused experience including dealing with challenging situations in a calm and professional manner
- Enthusiasm and desire to maximise the conservation and community engagement opportunities of the role
- 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
- UK full and current 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
- Experience in Health and Safety relating to site management
- Educated to or studying degree level or equivalent, in countryside management, ecology or similar relevant subject
- Experience of using mowers, strimmers, power tools
- First Aid and Chainsaw qualifications

## Appendix

### Generic Employee Responsibilities / Accountabilities

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- 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

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**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