



April/May 2022

Seasonal Access Ranger (Visitor Engagement)
Grassington, near Skipton

Temporary: 4 July until 4 September 2022
2 Posts available
Both 37 Hours per week

Dear Applicant,

Thank you for your enquiry in regard to the above positions.

This recruitment and information pack includes the following:

- A job description and person specification;
- Background information; and
- Terms and conditions of employment.

Our online application process allows you to complete the form in stages and you can log in/out at any time. In order for the shortlisting panel to assess your application, please demonstrate how you meet the essential and desirable criteria by referring to the job description and person specification and provide examples.

The closing date for completed application forms is **11.00pm on Sunday 22 May 2022** and the anticipated interview date is **Wednesday 8 June 2022**.

Further information about the Yorkshire Dales National Park Authority, including our Corporate Plan is available on our web site, www.yorkshiredales.org.uk.

We look forward to receiving your application and thank you for the interest you have shown in working for the Yorkshire Dales National Park Authority.

Yours sincerely

Vikki Thomas
Head of HR

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YORKSHIRE DALES NATIONAL PARK AUTHORITY JOB DESCRIPTION

JOB TITLE:	Seasonal Access Ranger (Visitor Engagement)
GRADE:	Band E
RESPONSIBLE TO:	Assigned Area Manager
RESPONSIBLE FOR:	No line management responsibility

OBJECTIVES OF THE POST:

This is a specialist ranger post specifically concerned with helping the public enjoy the National Park. Its focus is on visitor and community engagement, helping visitors enjoy the area responsibly and influencing behaviour where appropriate.

As a Seasonal Access Ranger you will work independently and as part of an area team. The post will focus on visitor management in the South of the park; in particular areas such as Grassington, Burnsall, Malham and Ribbleshead.

DUTIES AND RESPONSIBILITIES:

Inform and advise the public on the appropriate use of and behaviour in the National Park; actively engaging with visitors and local communities on visitor management issues.

Engage with the public on site; talking with people in clear, positive, engaging, persuasive and easily understood ways. In particular, providing on-hand advice and guidance, about the Countryside Code to help visitors enjoy their visit responsibly.

Provide local liaison, actively engaging with visitors and communities as appropriate, to help de-escalate visitor management issues including putting out signage, litter picking and undertaking litter clearance projects.

Encourage responsible behaviour around litter through running 'Go Wild' family activities at key sites, (full training will be given and equipment provided).

Promote understanding of the Authority's byelaws associated with Authority property, and to monitor compliance, issue reminder notices and report relevant situations to colleagues for enforcement, if necessary.

Under direction from the Ranger Team to carry out inspections of Authority property sites and undertake any basic maintenance, or repairs as required.

Provide regular verbal reports and weekly written reports of activities and issues to the Area Manager.

Assist with visitor monitoring by undertaking face to face questionnaire surveys, visitor counts and other surveys.

Advise volunteers, works experience students on behalf of the Authority and to ensure Health and Safety guidelines are followed.

Manage and maintain the materials, equipment, other resources and adhere to any relevant Health and Safety requirements required to fulfil the objectives of the post.

Develop and maintain close working relationships with colleagues within the Park Services Directorate.

Be responsible with other Access Rangers based at the workshop for the general upkeep of practical areas and personnel work areas. To assist with all other members of staff based at the location with the general cleaning and maintenance of communal areas.

Comply with the Authority's Health and Safety Policy and Codes of Safe Working Practice.

Such other duties as are commensurate with the objectives and grade of the post, as directed from time to time by the Chief Executive.

TERMS AND CONDITIONS

In order to fulfil the objectives of the post and assisting in the delivery of a wide range of duties relating to the general public and local community the post holder **will be required to work weekends, bank holidays and, when appropriate, evenings.**

Your working week is 37 hours over 5 days within a 7 day period (a flexi –time scheme is in operation) and will include weekend and some evening work.

The actual times will be allocated on a rota basis on a 1-week cycle in discussion with the Area Manager and under the guidance of the Head of Park Management to ensure as comprehensive cover as possible is achieved within the requirements of the region and the season.

The post holder will usually have access to a pool vehicle, but is also expected to have their own vehicle available for work if a pool car is not available. The vehicle must be insured for use on road whilst undertaking the role.

**YORKSHIRE DALES NATIONAL PARK AUTHORITY
PERSON SPECIFICATION**

ACCESS RANGER (Visitor Engagement)

QUALIFICATIONS	Essential	Desirable
Qualification in relevant subject e.g. countryside management or outdoor skills		✓
Full manual driving licence and access to a vehicle, due to the travelling and visiting of sites required within the role	✓	
EXPERIENCE		
Proficient in the use of IT, including Microsoft Office software	✓	
Experience of delivering excellent customer service	✓	
Knowledge of and interest in the environment and countryside issues	✓	
Geographical knowledge of the Yorkshire Dales area		✓
An understanding of the Countryside Code, Public Rights of Way (PROW) legislation and the Countryside and Rights of Way (CROW) Act		✓
Experience of dealing with visitor management issues or similar		✓
Experience of working with and motivating volunteers		✓
Basic countryside management and maintenance skills		✓
SKILLS AND PERSONAL QUALITIES		
Excellent communication and interpersonal skills with the ability to engage with people face to face in a friendly and approachable manner	✓	
Ability to stay calm if needing to manage confrontation	✓	
Physically fit and able/willing to undertake work outside in all weather conditions	✓	
Ability to represent the National Park in the field	✓	
Self-motivated and able to work effectively without close direction	✓	
A supportive and co-operative team member with the ability to work independently using own initiative	✓	
Ability to relate to people from differing backgrounds	✓	
Flexible approach to working hours as weekend and evening working will be required	✓	



Seasonal Access Rangers (Visitor Engagement)

Based at Grassington, near Skipton

Background

The Yorkshire Dales National Park was designated in 1954 in recognition of its extraordinary natural beauty, the diversity of its wildlife habitats, its rich cultural heritage and its fantastic opportunities for outdoor recreation. It is a dramatic upland dissected by numerous long glaciated valleys or dales with a resident population of over 23,000 people. The area is a working landscape, with agriculture, quarrying and tourism, offering the main employment opportunities. Indeed, it is the long history of people settling in and working this harsh environment that has created a cultural landscape recognised today as one of the most distinctive in Western Europe.

The Park is looked after by the Yorkshire Dales National Park Authority and it's the Authority's job to care for this very special place and its communities and to help people understand and share in it.

The National Park was extended to the north and west on 1 August 2016, it now covers an area of 2,179 square kilometres (841 square miles).

It is one of a family of 15 National Parks in the UK, protected for future generations to enjoy. Truly Britain's breathing spaces.

From 1974 the whole of the Yorkshire Dales National Park was administered by a Committee of North Yorkshire County Council but, as a result of the Environment Act 1995, the new National Park Authority was established on 1st April 1997. The Authority remains within the framework of local government but is independent of the counties and districts. The Authority now consists of both county council and district council representatives as well as parish representatives and members appointed by the Secretary of State.

The 1995 Environment Act revised and updated the purposes of national parks which are:

“conserving and enhancing the natural beauty, wildlife and cultural heritage of the areas, and promoting opportunities for the understanding and enjoyment of the special qualities of those areas by the public”.

In pursuing these purposes, the Authority:

“shall seek to foster the economic and social wellbeing of communities within the National Park.”

The National Park Authority is advised by the Chief Executive (National Park Officer), who is supported by approximately 165 staff.

Terms and condition of employment

Pay

These roles have been confirmed as a Band E+1

Salary: £20,443 to £23,484 per annum

Work Base

Colvend, Grassington, North Yorkshire, BD23 5LB

There will be travel within the Park required as part of the role.

Pension

Staff meeting the minimum criteria are automatically brought into the Local Government Pension Scheme (LGPS), unless they elect otherwise.

Hours of Work

The working week is 37 hours over 5 days within a 7-day period and will include weekend and some evening work.

A flexitime scheme is in operation. This allows you to vary your start and finish times within set parameters to help your work fit in with your social and domestic responsibilities. If you have accrued sufficient time, the scheme allows you to take up to 12 days extra leave during the year.

Holidays

The holiday entitlement is based on length of continuous service within Local Government or related employment and calculated on a pro rata basis for part time staff.

On commencement of employment: 25 days.

After 1-year continuous service: 26 days.

After 2 years' continuous service: 27 days.

After 3 years' continuous service: 28 days.

After 4 years' continuous service: 29 days.

After 5 years' continuous service: 30 days.

Plus Bank Holidays.

Training and Development

The Authority is committed to the professional and personal training and development of its staff. To support this, the Authority has achieved the national Investors in People (IIP) Standard.

An appraisal scheme is in place for all staff and opportunities to undertake in-house and external training programmes are available.

Recruitment Clearance

The offer of appointment is subject to confirmation of right to work in the UK, medical clearance by Occupational Health and the receipt of satisfactory references.

Miscellaneous

New entrants to local government are subject to a probationary period of six months.

The notice period applicable to this post is one month.

Application process

The online application form can be completed in stages and you can login/logout at any time. In order for the shortlisting panel to assess your application, please demonstrate how you meet the essential and desirable criteria by referring to the job description and person specification and provide examples.

Applications must be submitted **by 11.00pm on Sunday 22 May 2022** to be considered by the selection panel. Once you submit your application online you will receive an email to confirm receipt.

Anticipated interview date – Wednesday 8 June 2022.

Our recruitment process treats all job applications equally, regardless of age, disability, gender identity, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic. That said, we particularly encourage applications from people from Black, Asian and other minority ethnic (BAME) backgrounds, as this group are currently under-represented throughout the Authority.

For an informal chat about this vacancy, please contact Kate Hilditch, Area Manager (South), on 01756 751631 or Kate.Hilditch@yorkshiredales.org.uk.