

You will be responsible for:

You will assist with the delivery of the day to day management of the National Trust's Outdoor Places at your property. You will assist in the provision of a quality welcome for a broad range of visitors. Your conservation work will help provide outstanding and inspirational experiences for visitors to your property. You will be part of a broader team of countryside staff on the property delivering great service to visitors. You will assist with the supervision of property volunteers. You will work effectively alongside tenants and partners in the local community in order to protect and enhance the Trust's assets and reputation.

What you will deliver

It's about **great conservation**

You will undertake practical work to protect and enhance the conservation of the property, helping to deliver projects that enhance the property's value and meet its objectives under the Trust's Land, Outdoors and Nature Programme. You will assist in explaining our work to visitors.

It's about **looking after resources**

You will safeguard financial resources, equipment and machinery and assist in developing cost effective ways of working.

It's about **ensuring our visitors have a great experience**

You will deliver your part in a culture of 'exceptional service, every time, for everyone' by fulfilling our Service Promise behaviours. You will assist in the delivery of your property's visitor engagement work in order to deliver the best possible visitor experience.

It's about **helping to develop the business**

You will share any ideas that you have for improving business delivery with your team.

It's about **working safely**

You will ensure that you comply with procedures to manage risk to the public, staff, volunteers and contractors. Ensure that high quality risk assessments are carried out in line with Trust guidance for works you are doing, and monitor compliance with safety procedures.

It's about **good teamwork**

You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work in.

Our values (how you will deliver)

Love people and places

People and places need each other to thrive. We care for nature, beauty and history for everyone, for ever. We care about places and nature for people. We inspire people through our knowledge, enthusiasm and actions. We work together to bring places to life for people. We champion the variety of places and the people who connect with them.

Welcome everyone

We are for everyone. We play a positive role locally and nationally connecting and inspiring people. We are understanding and respectful. We are curious and learn from others. We collaborate, proactively considering different perspectives. We are welcoming and value difference.

Think now and for ever

Be part of creating a lasting legacy for the future by valuing what we have, embracing change and moving forward.

We respect and learn from the past to inform the decisions we make today. We embrace change and think creatively so we're always relevant. We act responsibly and sustainably, avoiding waste. We consider the impact of everything we do on people, the planet and our financial health.

Make it happen

We move forward with purpose and focus, always aiming to simplify and improve.

We act efficiently to keep it simple. We deliver great service and quality. We prioritise effectively and own our actions. We lead where we should, and support where we can.

Scale & scope of the role

Reports to: **Lead Ranger or Area Ranger**

Financial responsibility:

There is no budgetary responsibility.

Line management:

No line management responsibility. Assists with the supervision and day to day management of volunteer groups; works alongside volunteers and interns, supervising routine tasks.

Area of impact:

Assists with the delivery of day to day practical and technical management of countryside property, including equipment maintenance, habitat management, ecological monitoring and visitor experience.

Nature of impact:

Will report to a manager and will deliver to an agreed set of tasks / activities. Assists with the supervision and day to day management of volunteer groups. Maintains good working relationships with tenants, contractors and stakeholders. Not usually required to represent property on local issues.

Internal/External Relationships:

Internal contacts: Property staff, volunteers, Estate Managers, consultancy staff e.g. Wildlife Advisers

External contacts: General public, visitors, contractors and stakeholders.

Author: **Standard role profile project group**

Checked by: **Rob Rhodes**

Approved: **Lyndsey Jones**

Signed off: **1 3 / 0 3 / 2 0 1 8**

Evaluated: **06/10/2017 - Luke Edwards**

Knowledge, skills & experience needed

Practical experience in land, conservation and access management, to level 2 (or equivalent level of vocational experience).

Some experience of delivering engagement activities that help build or strengthen visitors' connections with nature and the outdoors.

Demonstrate a willingness to work alongside volunteers and is able to support volunteers to perform at their best.

Good people skills enabling strong relationships externally and internally, to be built and maintained.

Commitment to customer service standards and experience of its delivery.

Familiarity with machinery / equipment and practical certificates as required by the property.

Demonstrate a passion for nature and the outdoors.

Knowledge of Health and Safety & Compliance requirements.

Good written and verbal communication skills.