

Countryside Family

A job family is a method of defining jobs. The emphasis is on focusing on a group of similar roles rather than individual jobs. A job family considers how many levels of that type of work there are and describes the key factors that differentiate one level from the next. It can be used to provide a clear structure for defining how individuals may progress and develop, as well as providing a tool to allow managers to put the right people in the right job.

This document contains the Countryside Job Family within Derbyshire County Council. Each level in this job family is differentiated by changes in accountabilities, technical knowledge, skills and outputs expected at each level. It can be used to identify and understand the level of work expected at each level. It is to be used as a basis for understanding where individual roles fit against each level.

The family's key characteristics are:

- Developing a range of specialised and non-specialised operations within countryside services, based on the County's natural assets, including parks, woodlands, canals and rivers, nature reserves, rights of way and highway trees.
- Delivering and managing countryside services within regional and national planning frameworks.
- Developing partnerships with co-owners and stakeholders in shared assets.
- Deploying an understanding of the operational or planning issues affecting the delivery of the Council's countryside services.

The levels of work are primarily dictated by the size of individual projects, and the scale and geographic spread of the employees supervised. At senior levels the emphasis is on origination and planning. At lower levels the emphasis is on delivering support to the execution of services under guidance.

Members of the family include:

- Managers responsible for developing plans, organising teams and individuals to deliver plans and manage operations.
- Supervisors and team leaders, often on a 'working' basis.
- Ancillary and support staff.

Job Family: Countryside

Code: COU14

Grade : 14

Level Purpose:

To lead the Countryside Service including Public Rights of Way Service in accordance with the Council Plan, Departmental Service Plan and aligned to the Councils strategic aims, ensuring statutory obligations are met.

Overall:

Job holders at this level are managers, leading the provision of countryside services as members of the service management team. Jobs are likely to involve managing the managers of countryside services. They require proficiency in countryside services and a broad understanding of relationships between different areas of service.

This level requires the ability to select, develop and assess the suitability of ways of working. Job holders are likely to have highly developed skills in persuading, influencing, developing and motivating people and partnerships to achieve service objectives.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality & Diversity

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Countryside

Code: COU14

Grade: 14

Representative Accountabilities & Responsibilities:

- Create and maintain a highly competent and participative work environment through visible leadership, promotion of professional standards, and the development of outcome focused teams that understand their contribution to the service and wider success of the authority
- Lead the preparation, development, implementation and monitoring of plans and programmes to deliver objectives set out in the service strategy and to influence the application and delivery of national guidelines in line with best practice
- Oversee the management and monitoring of plans, programmes and projects to achieve service improvement, value for money and ensure delivery within agreed timescales
- Ensure national policy and legislation is effectively translated to meet local and regional needs
- Provide advice and support on countryside management and access issues at senior level across the Authority and externally
- Create and maintain a highly participative work environment through visible leadership, promotion of professional standards and the development of focused teams that understand their contribution to the Service
- Coordinate functions/and or people across the Service and partner organisations to deliver programme or service objectives
- Direct managers to ensure effective management of : countryside parks and facilities, the woodlands portfolio, public rights of way network, canals and waterways, nature reserves and countryside visitor centres
- Identify, create and deliver partnership working across an extensive range of internal and external stakeholders
- Manage and control substantial budgets and undertake management and review of assets
- Represent the Countryside Service on Boards, Groups and Committees to provide advice, guidance and consult on Service objectives and initiatives
- Maintain up-to-date knowledge of countryside and access management issues, legislation and working practices to be able to advise and guide internal and external stakeholders

Job Family: Countryside

Code: COU14

Grade: 14

Typical Knowledge, Skills & Experience:

- Relevant professional qualification plus extensive experience in countryside/access management or related area of work
- Ability to operate strategically and to contribute to the development of service plans and delivery to enable the Authority to meet its obligations nationally, regionally and locally
- Ability to apply strategic awareness to problem solving and decision making in a complex political and business environment
- Excellent leadership skills to inspire, motivate and develop team members to high levels of performance
- Ability to assess the impact of new legislation and guidance and be able to provide appropriate advice
- Skills and ability to manage substantial budgets
- Skilled to communicate and negotiate with and influence colleagues, partners and stakeholders
- Commitment to continuous development of individuals within the Service
- Experience of managing a large and complex workload and ensuring work is delivered to timescales and budgets
- Substantial experience of defining and providing creative solutions to complex problems
- Commitment to service improvement, service redesign and change management

Job Family: Countryside

Code: COU12

Grade: 12

Level Purpose:

To assist in the overall management of the countryside service.

Overall:

Jobs at this level are management roles, likely to involve co-ordinating services; working internally and externally to influence the development of services or delivery of projects. A wide knowledge of the Council and interrelationships with other services and departments is required.

Job holders are required to plan over a longer period and contribute to long term strategies. They will likely manage large numbers of staff. Therefore the focus is on influencing and successfully managing others to achieve service efficiency and effectiveness.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality and Diversity

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Countryside

Code: COU12

Grade: 12

Representative Accountabilities & Responsibilities:

- Manage and motivate a team of staff taking responsibility for monitoring and feedback on their performance, recruitment and selection, guidance and advice and ensuring their development
- Manage a delegated area of the Service in accordance with service strategy, plans, and programmes to achieve agreed objectives and targets and the identification of required long term resources
- Manage and where appropriate, assist in the preparation and implementation of plans and programmes to deliver service improvements
- Ensure that the Service, its facilities and activities are effectively monitored, maintained and promoted
- Identify, formulate and coordinate delivery of projects/initiatives through partnerships to improve service delivery and maximise use of resources
- Undertake medium to long term planning to ensure projects/initiatives are delivered on time and within budget
- Maintain current knowledge of countryside and access management issues, legislation and working practices to be able to advise and guide internal and external stakeholders
- Set targets and monitor performance in order to ensure service /project delivery
- Assist in and advise on management and review of countryside assets to protect the Authority's land portfolio and to meet efficiency saving targets
- Build and maintain effective partnerships/links with range of external agencies to promote an understanding of the countryside and associated issues, in order to forge close links with local community groups and secure new sources of funding
- Represent the Authority on joint working local/regional and on major projects/initiatives
- Prepare complex reports and management information
- Contribute to the management and monitoring of a substantial budget
- Set targets and monitor performance in order to ensure service /project delivery

Job Family: Countryside

Code: COU12

Grade: 12

Typical Knowledge, Skills & Experience:

- Relevant professional qualification plus significant experience
- Good understanding of legislative framework for countryside and access management
- Thorough understanding of countryside management and access issues
- Ability to apply strategic awareness to problem solving and decision making
- Ability to plan, programme and monitor range of projects across service area
- Experience of managing and motivating staff to achieve organisational objectives
- Sound reasoning skills to assimilate and assess complex information and to provide creative solutions
- Commitment to continuous development of self and others within the Service
- Skills and ability to manage budgets
- Ability to understand and explain complex information to a diverse audience in a persuasive manner
- Commitment to service improvement, service redesign and change management
- Highly developed interpersonal skills to communicate at all levels, to persuade and influence others and collaborate effectively with internal and external stakeholders

Job Family: Countryside

Code: COU11

Grade: 11

Level Purpose:

Responsible for a specific area or specialism within the countryside service, effectively co-ordinating services and resources to ensure high quality and effective Countryside services in Derbyshire.

Overall:

Jobs at this level are likely to require a combination of applied and theoretical knowledge, though with an emphasis on practical applied knowledge. Job holders are authoritative on countryside services and how to provide the required services. Forward planning could be for months ahead, though job holders will contribute to longer-term development.

Jobs require knowledge and experience to resolve complex issues; proactively anticipate problems and recommend solutions. Job holders may manage large numbers of staff; therefore the focus is on influencing and successfully managing others to achieve service efficiency and effectiveness.

People Management

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

Equality and Diversity

Actively support the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Countryside

Code: COU11

Grade: 11

Representative Accountabilities & Responsibilities:

- Supervision or management of a defined team providing clear organisation, direction and development
- Contribute to staff development and promotion of professional standards ensuring that team members are professionally equipped and understand their contribution to the Countryside Service
- Provide specialist advice and guidance to support the Service and service users on countryside and access matters including commenting on planning applications affecting public rights of way applications
- Contribute to the development and improvement of service delivery and strategy including plans, targets and service level agreements to enable the service to meet its objectives
- Monitor and review services and facilities and recommend changes to improve the effectiveness and efficiency of the services provided within given resources
- Develop and improve facilities for access to the countryside and carry out environmental improvement and conservation works in conjunction with a range of partners
- Develop and promote links/partnership working with local groups and agencies to encourage wider use and access to countryside services and facilities and to promote an understanding and appreciation of the countryside and associated issues
- Manage and monitor allocated budgets in accordance with financial regulations
- Develop and implement specialist policies specific to the service
- Coordinate, and monitor countryside projects, sites and site contracts which might require some long term planning to identify required resources and funding etc.
- Provide reports and management information for senior management and committees

Job Family: Countryside

Code: COU11

Grade: 11

Typical Knowledge, Skills & Experience:

- Relevant professional qualification and post qualification experience or significant relevant and practical experience
- Experience of and ability to manage, motivate and develop a team
- Experience of implementing and managing projects and programmes within timeframe and budget
- Good understanding of range of countryside and access related issues and legislation
- Ability to achieve results by working in partnership with and through other organisations
- Knowledge of land and estate management, woodland and tree management, sources of funding, public rights of ways, budget and staff management, conservation, marketing and promotion and working with volunteers etc.
- Ability to read and interpret plans and maps
- Ability to prepare and deliver presentations to informal and formal meetings
- Financial experience or training sufficient to manage budgets where appropriate

Job Family: Countryside

Code: COU10

Grade: 10

Level Purpose:

To supervise operational activity and provide specialist support services, requiring authoritative knowledge of the relevant work area to provide high quality and effective Countryside services in Derbyshire.

Overall:

Job holders at this level are likely to be professionally qualified. Relevant experience is required to provide specialist knowledge and skills on record services to national and local standards, legislation and procedures. Job holders must be able to communicate with service users in a diplomatic and tactful manner; advise and guide service users and colleagues on countryside services.

People Management

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

Equality and Diversity

Actively support the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Countryside

Code: COU10

Grade: 10

Representative Accountabilities & Responsibilities:

- Assist with the day to day management and short term planning of a specific area within the function, or manage a small, defined project under the direction of line management
- Where appropriate management of staff including absence monitoring, appraisal, training, recruitment & selection
- Support the development of policies, frameworks and procedures as directed by line management
- Assist in long term planning and delivery of a high quality maintenance programme including preparation and supervision of contracts
- Liaise with internal colleagues, contractors, suppliers and partners to deliver projects and provide specialist advice and support as required
- Produce service specific information, reports and analysis for information/use by a range of internal and external stakeholders
- Management of staff including absence monitoring, appraisal, training, recruitment & selection
- Monitor budget expenditure and, if applicable, identify and pursue additional funding opportunities
- Apply specialist technical knowledge and expertise to assess technical situations, develop practical solutions, arrange for work to be undertaken and monitor progress
- Represent the Council at service specific local and regional group meetings to promote new initiatives/projects, share best practice or to address service specific issues
- Negotiate with landowners and tenants to enable the service to meet its objectives
- Respond to queries from the public and colleagues both internal and external and attend site meetings and advise on resolution of disputes

Job Family: Countryside

Code: COU10

Grade: 10

Typical Knowledge, Skills & Experience:

- Relevant professional/technical qualification and experience or significant relevant and practical experience
- Good knowledge of legislation, frameworks and procedures covering specialist area of work and broader understanding of other areas within the Countryside Service
- Proven ability to supervise and allocate work to others, to monitor their performance, and if necessary, to take corrective action
- Ability to work autonomously and with initiative
- Proven analytical, negotiation and presentation skills
- Ability to negotiate and persuade and build and maintain effective working relationships at all levels
- Ability to represent Authority at public meetings or inquiries
- Ability to read and interpret plans and maps
- Commitment to continuous personal development
- Understanding of and commitment to service improvement and delivery

Job Family: Countryside

Code: COU09

Grade: 9

Level Purpose:

To carry out skilled, complicated tasks which require top practical or technical skills to facilitate high quality and effective Countryside services in Derbyshire.

Overall:

Jobs at this level have an emphasis on practical or technical applied knowledge of specialised methods and processes, dealing with day-to-day problems as referred by members of the team, judging when to involve more senior managers.

Job holders are required to provide clear advice to internal and external customers, establishing and maintaining effective working relationships. A well-developed knowledge of related activities in other areas is needed. Job holders assess the impact of their advice on the service area. They are required to manage their work independently, usually allocating and co-ordinating the activities of others.

People Management

Allocate work and monitor the standard of team performance and ensure resolution of any issues.

Equality and Diversity

Actively support the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Countryside

Code: COU09

Grade: 9

Representative Accountabilities & Responsibilities:

- Carry out skilled, complicated practical or technical tasks to support the work of the Countryside Service
- Support the implementation and monitoring of management plans and objectives in relation to specific area of work
- Contribute to implementation of service specific projects and initiatives
- Provide advice and support on projects/initiatives to implement practical solutions within area of expertise
- Develop links with local community groups to encourage participation, provide technical advice and to promote the Countryside Service and related issues/initiatives/projects
- Monitor delegated budgets, provide estimates and projections and ensure compliance with financial regulations
- Identify and assist in obtaining new funding/grants
- Prepare, organise and supervise tenders and contracts under line management direction as required and ensure health and safety issues are addressed
- Prepare management/steering group/partnership reports and statistical information
- If relevant to role supervise and support staff, ensuring their development and provision of effective services

Job Family: Countryside

Code: COU09

Grade: 9

Typical Knowledge, Skills & Experience:

- Newly qualified in a relevant discipline or part qualified with some relevant experience or having significant practical experience and industry competency in a specific discipline
- Knowledge of countryside management issues, legislation and byelaws
- Practical or technical skills in land and project management
- Where relevant, IT Skills and ability to use GIS
- Good analytical and practical problem solving skills
- Ability to work as part of a team to meet service standards, targets and deadlines
- Written and verbal communication skills; able to build relationships and influence others based on knowledge of the area
- Ability to present information in a clear and concise way to a diverse audience
- Experience of/ability to supervise staff to meet organisational objectives
- Certificated in power tools e.g. chainsaw, brush cutter as appropriate

Job Family: Countryside

Code: COU08

Grade: 8

Level Purpose:

To provide technical and operational support services to facilitate high quality and effective Countryside services in Derbyshire. Job holders have specialist knowledge, providing a flexible, efficient and courteous support service to the public, colleagues and other agencies.

Overall:

Job holders at this level are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of the countryside services area. Planning and organising is a key element: managing own time while remaining flexible and supportive to others is essential.

Jobs require experience of appropriate work processes; and a full understanding of their importance to the overall work area. Successfully delivering outcomes may rely on effectively managing a team. Understanding, influencing, empathising and communication with people are required skills.

People Management

Instruct and guide colleagues in the distribution and conduct of work in the team.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness in carrying out your duties and raise issues where appropriate.

Job Family: Countryside

Code: COU08

Grade: 8

Representative Accountabilities & Responsibilities:

- Provide operational support service within area of expertise
- Contribute to specific projects/initiatives as directed by line management. Undertake broad range of complex tasks within particular area of work
- Prepare minor maintenance schemes including site inspections, monitoring contracts and reporting back on progress
- Prepare reports and information, including analysis, for internal colleagues and line management
- May have supervisory responsibility for a team of staff including allocation of work
- Assist area management with technical support or practical land and conservation management and improvement activities
- Participate in range of initiatives/activities to promote countryside service and countryside management
- Develop and maintain manual and electronic record systems and train staff on processes and procedures,
- Assist with monitoring budgets and ensure financial regulations are adhered to
- Liaise with internal and external colleagues, site users, volunteer and local community groups to provide information, guidance
- Promote the work of the countryside service and associated projects/activities to encourage participation and support

Job Family: Countryside

Code: COU08

Grade: 8

Typical Knowledge, Skills & Experience:

- Vocational qualification HND/HNC or equivalent relevant experience or significant relevant experience
- Experience of associated procedures, systems and processes and specialist equipment/tools
- Knowledge of relevant legislation and best practice in relevant technical/specialist area
- Confident computer skills, including knowledge of GIS (where relevant)
- Excellent interpersonal and communication skills to explain technical issues, policies and procedures to internal colleagues and the public
- Practical problem solving skills
- Ability to research, analyse and present information
- Ability to plan and organise own workload
- Supervisory experience and ability

Job Family: Countryside

Code: COU06

Grade: 6

Level Purpose:

To provide practical or operational support to aid the provision of high quality and effective Countryside services in Derbyshire.

Overall:

Jobs at this level undertake a range of activities with a degree of complexity which requires a thorough understanding of processes and procedures and their importance to the work area. Knowledge gained through training or work experience is used to arrive at conclusions and take necessary action within procedural constraints.

Job holders work under general supervision and will plan and coordinate activities on a daily or week to week basis. Courtesy and effectiveness in dealing with others are required.

People Management

Allocate routine activities to team colleagues and co-ordinate the work tasks, under instruction.

Equality and Diversity

Act in accordance with the authority's Equality and Human Rights policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Countryside

Code: COU06

Grade: 6

Representative Accountabilities & Responsibilities:

- Undertake duties in the area of work on an individual basis or as part of a team to support the day to day management of countryside sites and associated facilities in accordance with required standards
- Day to day allocation of tasks to team members
- Plan and organise short term activities e.g. minor site improvement works to ensure completion to required standards
- Investigate, analyse and provide practical solutions to problems working within procedural constraints
- Provide advice, instruction and support to junior colleagues
- Liaise with developers, landowners, sub-contractors, members of the public and partner organisations, providing advice and information
- Assist with delivery of access, conservation and environmental improvement projects
- Undertake routine research, investigations and surveys
- Assist with the preparation of the rights of way definitive maps and statements using Geographic Information Systems
- Contribute to preparation of plans and legal documentation under direction of line manager
- Process invoices for payment, monitor income from temporary closures and public path orders and inform budget holder
- Under direction respond to routine issues within procedure and refer more complex or contentious issues to a senior officer

Job Family: Countryside

Code: COU06

Grade: 6

Typical Knowledge, Skills & Experience:

- Relevant vocational qualification and considerable experience or significant relevant experience
- Knowledge and experience of relevant legislation governing area of work
- Confident IT skills
- Ability to work as part of a team contributing to effective service/project delivery
- Ability to supervise staff and to undertake short term planning/work prioritisation
- Ability to motivate self and others to work effectively to deadlines and to required standards
- Knowledge and experience of a complex process or procedure, specialised equipment or systems
- Map reading and drawing skills, including use of grid references
- Confident interpersonal and communication skills, able to explain technical issues in a straightforward manner
- Practical problem solving skills

Job Family: Countryside

Code: COU05

Grade: 5

Level Purpose:

To work as part of a team engaged in providing front line operational support undertaking a range of duties essential for the safe and efficient operation of Countryside services. Awareness of other activities as they relate to the job is important.

Overall:

Jobs at this level carry out a range of duties requiring knowledge of countryside operations, processes and procedures. Job are often supervisory, and will plan and organise work on a daily / weekly basis, aware of when and how tasks are to be undertaken; taking responsibility for completing work and meeting deadlines.

Job holders respond to routine queries or circumstances independently, and will refer unusual or difficult problems to more senior roles. Courtesy and effectiveness in dealing with others is required.

People Management

Co-ordinate the work of a team.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Countryside

Code: COU05

Grade: 5

Representative Accountabilities & Responsibilities:

- Undertake duties relating to the operation of sites and facilities, providing operational support to defined standards within given timescales
- Assist with range of routine site management tasks e.g. provision and basic maintenance of site furniture and signage, inspection and clearance of drainage, site safety and security measures and production of risk assessments
- Provide information and assistance to colleagues, land owners and the public where appropriate
- Assist at events and activities as required, e.g. supervising groups of accompanied school children on a guided walk and provision of guided walk/educational information
- Undertake minor, routine site improvement works under direction of the Ranger
- Investigate, undertake basic analysis and provide practical solutions to routine problems
- Assist with inspection and maintenance of rights of way paths in accordance with procedures and report back as appropriate
- Work flexibly as part of a team to meet customer requirements and service needs

Job Family: Countryside

Code: COU05

Grade: 5

Typical Knowledge, Skills & Experience:

- Demonstrable knowledge of local history or natural history
- Experience of working in a relevant setting
- Experience of working with the public
- Ability to follow processes, procedures, and a programme of work
- Proven problem solving ability
- Practical maintenance skills
- Some knowledge of/awareness of countryside conservation and land management issues to be able to inform the public
- Confident communication and interpersonal skills
- Knowledge of health and safety practices and procedures

Job Family: Countryside

Code: COU04

Grade: 4

Level Purpose:

To work as part of a team engaged in providing front line operational support, undertaking a range of duties essential for the safe and efficient operation of Countryside services.

Overall:

Jobs at this level carry out a range of duties requiring knowledge of countryside operations, processes and procedures. Job holders may work without close supervision, however, constraints on the role are clear and procedures are well defined. Organisation or planning is essentially about timing and sequencing of duties

Job holders respond to routine queries or circumstances independently, and will refer unusual or difficult problems to more senior roles. Courtesy and effectiveness in dealing with others is required.

People Management

Co-ordinate the work of a small team.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Countryside

Code: COU04

Grade: 4

Representative Accountabilities & Responsibilities:

- Undertake duties relating to the operation of sites and facilities, providing operational support to defined standards within given timescales
- Where appropriate work as part of a team undertaking a range of straightforward site maintenance, inspection and security tasks
- Work safely with a range of simple equipment, machines and materials and ensure health and safety procedures are followed
- Provide information and assistance to colleagues, land owners and the public where appropriate
- Provide support and information to junior colleagues and volunteers to facilitate the provision of events, services and facilities
- Record and process routine financial information e.g. collating, recording, raising orders processing invoices etc. and where appropriate carry out routine financial transactions e.g. assisting in collection and banking of monies
- Perform general administrative tasks in line with procedures which may include filing, maintaining records, taking notes, data entry and checking, document retrieval etc.
- Assist at events and activities as required e.g. guided walks and provision of information
- Work flexibly as part of a team to meet customer requirements and service needs

Job Family: Countryside

Code: COU04

Grade: 4

Typical Knowledge, Skills & Experience:

- Demonstrable knowledge of local history or natural history
- Experience of working with the public
- Demonstrable customer care skills and knowledge
- Ability to follow procedures and a given programme of work
- Confident communication and interpersonal skills
- Practical problem solving skills
- Basic maintenance skills
- Knowledge of health and safety and safe working practices and procedures