



ROLE DESCRIPTION

Role title	Rights of Way Area Warden		
Directorate	Climate & Place		
Reporting to	Senior Rights of Way Officer – Maintenance & Development		
Grade	12		
Evaluation ref	AG0139	Job Family Ref	EST12
Role purpose			
Organises, monitors and manages the statutory obligations relating to rights of way in accordance with the relevant legislation and policy and procedure documents			
Key results area	Accountability		
Customer enquiries and fault reports – Rights of Way	Acts as the focal point for all rights of way and King Charles III England Coast Path (where relevant) enquiries and fault reports, investigates and deals with them to a conclusion. Identifies options for dealing with breaches of legislation. Liaises with Senior RoW Officer and Enforcement Officer regarding taking formal enforcement action. Responds to the complainant with the outcome.		
Customer enquiries and fault reports – Open Access	Acts as the focal point for practical Open Access issues, investigates and deals with them to a conclusion. Identifies options for dealing with breaches of legislation. Liaises with Senior RoW Officer and Enforcement Officer regarding taking formal enforcement action. Responds to the complainant with the outcome.		
Health and Safety	Assists with risk assessments and takes appropriate action. Prioritises work bearing in mind health and safety considerations and the impact on users. Supervises the work of contractors and volunteers.		
Problem solving and stakeholder engagement	Negotiates with landowners and organises changes to the rights of way network under the Highways Act. Assists with consultation and certification on changes under the Town and Country Planning Act.		
Service delivery and budget management	Prepare, manages and arranges the implementation of an annual programme of maintenance. Manages a delegated budget and prioritises work within the financial limits imposed. Compiles a maintenance list and updates, work sheets, spreadsheets and relevant IT systems.		
Partnership working	Ensures that maintenance programmes are co-ordinated within other aspects of rights of way provision, especially the Rights of Way Improvement Plan-(RoWIP).		



ROLE DESCRIPTION

Corporate responsibilities	Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.
Qualification/Knowledge/Experience/Skills	
<p>Qualifications</p> <ul style="list-style-type: none">• HND level or equivalent in countryside management or related subject. Essential <p>Knowledge</p> <ul style="list-style-type: none">• Sound knowledge of Rights of Way legislation. Essential• Knowledge of maintenance techniques. Essential• Knowledge in the use of a wide range of IT applications eg: Microsoft Office 365. Essential• Knowledge of MapInfo or similar GIS applications. Desirable <p>Experience</p> <ul style="list-style-type: none">• Experience of working in an outdoors environment. Essential• Map reading, survey and recording. Essential• Experience of using IT applications to produce letters, reports, and manage spreadsheet information. Essential• 2 years experience in Rights of Way/ Access/ Countryside Management environment. Desirable• Target setting and monitoring. Desirable• Experience of dealing with contractors and placing works orders. Desirable• Experience of dealing with landowners/ land managers. Desirable• Experience of Rights of Way regulatory processes. Desirable• Experience of managing a budget. Desirable <p>Skills</p> <ul style="list-style-type: none">• An understanding of local authority organisation procedures and practices. Essential• Good understanding of countryside and agricultural issues and the needs of various users and how these may interact with development. Desirable	
Dimensions of role	

ROLE DESCRIPTION

Contacts & Relationships

- Daily contact with members of the public, landowners, volunteers and parish councillors giving advice and information. First point of contact to rectify any problems on the public rights of way. Involves negotiating, initially through use of skills of persuasion.
- Contact with Councillors and officers within other departments of the County Council, eg Highway Services, Planning, Legal Services, in giving advice. With District Council officers and members in giving advice as a consultee; land agents, neighbouring authorities, trusts and organisations, eg Forestry Commission, in negotiations on rights of way changes and the location of new paths.
- When dealing with the above, a considerable amount of tact, diplomacy and persuasion is required as, generally, will be dealing with public rights of way on private land.

Resources

- Responsible for proportionate fault caseload.
- Responsibility for monitoring the maintenance budget.

Notes

Competencies /
attributes

Communication Skills

- Able to communicate effectively and appropriately at all levels.
- Communicates clearly and accurately both orally and in writing to enhance understanding and facilitate decision making.
- Selects appropriate methods of interaction, making effective use of electronic media respecting confidentiality at all times.
- Prepares information which meets the needs of a range of audiences.
- Regularly communicates complex and technical information in a way that is easy to understand.

Organisational Skills

- Able to prioritise and plan workloads to cope with competing deadlines and demands for advice/information.
- Demonstrates an understanding of how their own work contributes to the service's broader targets.

ROLE DESCRIPTION

	<ul style="list-style-type: none"> • Manages small projects as part of a wider team or individually. • Manages interruptions efficiently and in a calm manner, providing advice, direction or support as appropriate. • Demonstrates an ability to use initiative and judgement recognising what is important, identifying sensitive issues and taking appropriate action. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Confident and approachable – interacts and converses easily with people at all levels • Ability to listen and respond to others demonstrating tact and skill in dealing with people and confrontational situations. • Ability to negotiate and persuade others. • Develops networks in order to share good practice. • Researches & presents options to others to assist in resolving issues. • Actively seeks out feedback in order to improve standards of service. • Demonstrates sensitivity and respect for individual rights and cultural needs. Actively promotes principles of equality and diversity. <p>Problem Solving and Innovation</p> <ul style="list-style-type: none"> • Able to identify creative and practical solutions to problems. • Demonstrate ability to research, gather information, and work with others to resolve problems. • Demonstrates an understanding of resource management and its consequences.
Working conditions:	<p>Requirement to occasionally attend evening meetings at outside venues (e.g. parish council meetings).</p> <p>Requirement to visit remote and isolated sites throughout the County, sometimes alone.</p> <p>Requirement to work alone outdoors in all weathers as necessary.</p>
Working arrangements:	Hybrid working permitted