

## JOB DESCRIPTION

<b>Job Title</b>	Ham Hill Visitor Services Manager		
<b>Directorate</b>	Climate and Place		
<b>Reporting to</b>	Rachael Whaites		
<b>Grade</b>	Grade 10		
<b>Evaluation ref:</b>	RP233	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
To deliver daily maintenance and management tasks at Somerset Council's Green Estates sites. Contributing to all practical tasks at the sites and delivery of volunteer participation schemes. Developing new opportunities for the public's enjoyment of the site and ensuring access is safe and inclusive. Leading and assisting with the delivery of engagement activities, wildlife protection, nature-based flood prevention and biodiversity enhancement schemes, in line with the management plan to Green Flag Award standards.			
<b>Accountabilities</b>			
<p><b>Stakeholder &amp; community engagement</b></p> <p>Supervise and guide volunteers to deliver tasks associated with biodiversity and heritage conservation, site maintenance and visitor engagement. Co-ordination with Central Volunteer Team and Green Estates manager to ensure compliance with corporate volunteer policy.</p> <p>Partnership working and liaison with landowners, farmers, local authorities, emergency services, and other organisations and individuals with an interest in the area.</p> <p>Training volunteers in appropriate practical land management, wildlife surveying &amp; public engagement techniques where appropriate.</p> <p>To assist with volunteer recruitment for volunteer rangers, wildlife surveyors and engagement volunteers, training and retention of new volunteers.</p> <p>Work with colleagues to develop excellent experiences for visitors and deliver a wide-ranging annual programme of public events, community engagement and schools visits.</p> <p>Develop good relationships with stakeholders including Friends groups, supporters groups and other user groups.</p> <p><b>Project management and delivery</b></p> <p>Develop and encourage appropriate access, heritage or local distinctiveness, which help conserve or enhance the distinctive landscape and biodiversity qualities of Somerset Council's Green Estates.</p>			

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Identify and implement practical solutions to resolve conflicting and competing interests in the countryside including ASB.

Lead or assist with delivery of conservation, biodiversity improvement, heritage protection, wildlife monitoring and site management initiatives and projects within Somerset Council's green spaces

Work to agreed management plans for the site and aiming for Green Flag Award standards across all aspects of site management.

Undertake training and technical competency assessments to ensure the highest H&S standards across working practices.

Use and maintain a range of tools and equipment such as power tools, hand tools, plant, and vehicles in accordance with PUWER.

Use of work vehicle to transport materials, tools and volunteers around sites and between sites.

Support all Green Estates staff in the management of a variety of sites across Somerset.

### **Funding & budget management**

Access to site related budgets, due to the financial emergency of the council all expenditure must be first agreed with the Green Estates Manager and in line with SC's procurement regulations.

Assist in the drafting applications for relevant grants, corporate contributions as requested by the Green Estates Manager.

Monitor and ensure compliance with conditions of grant providers.

### **Communication**

Respond to public complaints and enquiries in a professional manner through a variety of media including face to face interactions, email and across social platforms.

Use social media to positively engage with communities about site management, wildlife & promotion of engagement opportunities.

### **Reporting**

Ability to coordinate data gathering as required to ensure reporting against corporate and team KPI's.

Ability to provide data & some narrative for any grant related or internal reports.

### **People development**

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To assist in the training and development, support and mentoring of volunteers, students and work experience placements where appropriate.

### **Safety & security**

Ensure that buildings and any additional workspaces and sites are kept in a good state of repair and any faults are reported to the manager. Liaise with Facilities Management for building repairs and maintenance.

### **Health & Safety**

Undertake training as required for processes and equipment to ensure that H&S policies are adhered to.

Complete risk assessments for all activities and assist the Green Estates Manager in updating service risk assessments annually.

Adhere to the guidelines and policies as laid out in the Green Estates Staff Handbook and Policies document.

Supervision of volunteer work parties including corporate groups, work experience students and others as required.

### **Knowledge / Experience / Skills**

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>		
Knowledge of countryside management	x	
Knowledge of safe working practices	x	
Good general ecological knowledge and species ID		x
<b>Experience</b>		
Experience of working on a busy nature reserve/country park or similar	x	
Experience of working with the public and user groups	x	
Experience of leading volunteer groups	x	
Experience of using and maintaining a variety of hand tools	x	
Experience of using social media in a professional setting		x
<b>Qualifications / Registrations / Certifications</b>		
NVQ/Degree/HND or equivalent in a relevant subject e.g. Environmental studies, countryside management etc.	x	

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Driving licence	x	
Trailer driving trained		x
First aid trained		x
Relevant technical certificates e.g. chainsaw, brushcutter, tractor driving etc.		x
<b>Skills</b>		
Good customer care skills	x	
Good verbal communication skills	x	
Good written communication skills	x	
Ability to work as part of a team but able to prioritise own workload and plan work schedule accordingly.	x	
<b>Working Conditions</b>		
<p><b>Working conditions</b></p> <p>This is a hands-on role with the post holder expected to be working outside for most of the day in all weather conditions throughout the year. Office based work can be done at a local site office or from home where agreed with the Green Estates Manager.</p>		
<b>Dimensions of the role</b>		
<ul style="list-style-type: none"> <li>No direct reports, responsibility for volunteers and coordination of colleagues where appropriate.</li> <li>Supports the delivery of management plans to Green Flag Award standards.</li> <li>Promotes Somerset Council's Green Estates for people and wildlife.</li> </ul>		
<b>Working Arrangements</b>		
<p>Somerset Council's dynamic Working Strategy will be applied to this position. Working at designated sites Monday to Friday with evening and weekend work expected during events &amp; special projects.</p>		
<b>Corporate Accountabilities</b>		
<ul style="list-style-type: none"> <li>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</li> <li>Deliver 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, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</li> </ul>		

Date: 17.04.2025