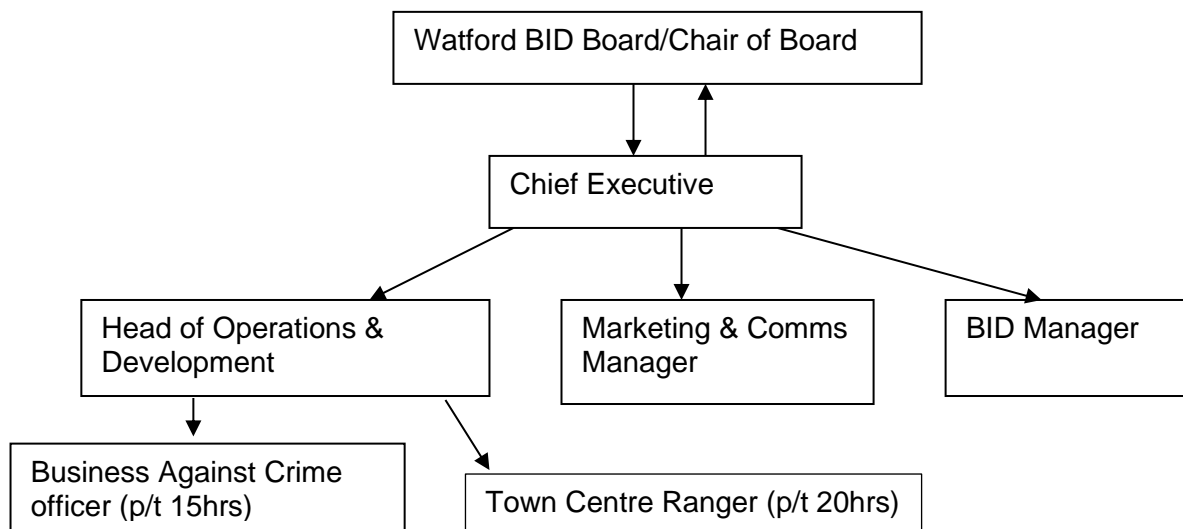




Job Description & Person Specification

Job Title:	Town Centre Ranger	JE Ref:
Location:	Watford BID Office, WD17 2ER	
Hours per week:	20	
Responsible to:	Head of Operations & Development	

PLACE IN ORGANISATION CHART OF DEPARTMENT:



Purpose of Role:

- The role has responsibility for the day to day operational management of the town centre, ensuring the town centre is clean, safe and provides a quality experience for visitors, employees and businesses. The post holder will help deliver and evolve the BID's sustainability programme of activity with our businesses.
- The role will provide support and assistance on BID activities, this will include visits to businesses. The postholder will act as an ambassador for the BID and town and will deliver excellent customer services.

Responsibilities

- Deliver immediate improvements to the town centre environment through extensive daily patrols, this will also include delivery of the BID's sustainability programme of activity – this could include the collection of cardboard in an electric vehicle.
- To notify Veolia of any town centre cleansing issues, and the relevant organisations of other maintenance issues such as street furniture.
- To notify the relevant partners of any issues arising to anti social behavior.
- To support members of the BID team in the delivery of projects, this could be via visits to businesses, general stewarding at events or liaising with contractors.
- Support the promotion and information sharing of the BID's services and projects.

- Perform risk assessments where necessary
- Act as an ambassador for the town and BID, assisting and advising businesses and the public where appropriate.
- Use in an efficient, safe and professional manner the town centre radios and any provided tools and equipment.
- Prepare summary reports, and track issues where needed reporting back to the Head of Operations & Development.

Key Performance Indicators:

- The performance of the Town Centre Ranger will be assessed against the delivery of objectives as set out by the Head of Operation & Development, these will relate directly to the Watford BID Business Plan and the key objectives of the BID.

Key Relationships:

- Members of the Watford BID team and Board
- BID levy payers
- Watford Borough Council and other key stakeholders such as the Police, Veolia.

Important Notes Relating to Duties:

A clean driving license is required along with excellent interpersonal skills.
The role will involve working outdoors in all weathers.

PERSON SPECIFICATION

This section presents the knowledge, skills, experience, personal qualities and qualifications that are considered essential for a person being deployed to this role.

Knowledge/skills/qualifications:

- Current driving license
- Excellent verbal communication skills
- Quick to grasp new concepts
- Able to work alone and as part of a team
- Problem solver
- Good standard of English and Maths
- Punctual and well presented

Experience

- Experience of working in a people orientated environment
- Experience of dealing with and resolving issues
- Experience of working effectively with a range of businesses and stakeholders
- Experience of working to deadlines
- Experience of working outdoors in all weather.

Personal qualities

- Political awareness
- Excellent people and relationship skills
- Attention to detail
- Excellent communication and negotiation skills
- Ability to work independently and as part of a small team

- Creative and innovative thinker.
- Effective under pressure
- Resilient

Equal Opportunities:

Watford BID fully supports the terms of The Equality Act 2010. We are an equal opportunities employer and do not discriminate on any grounds. We want a diverse workforce which reflects our community and welcome applications from everyone regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity and marital or civil partnership status.

If you have a disability and demonstrate that you fulfil the essential person specification criteria for the role on your application form, you will be invited for an interview. If you feel that you could carry out this post with some adjustments, please let us know. If you require particular arrangements made for interview etc (e.g. signing, access), please indicate this on your application form.