

## **JOB DESCRIPTION**

**JOB TITLE:** Ranger (Rides & Play Areas)

**DEPARTMENT:** Rides & Play Areas

**RESPONSIBLE TO:** Directors, Operations Managers & Team Leaders

**WAGE:** Discussed at Interview

### **JOB PURPOSE:**

To ensure the public enjoy using the ride or play area safely and in accordance with the rules and guidelines.

### **CONDITIONS:**

Woodlands is a busy 100acre Leisure & Caravan Park. There are Rangers employed in all attractions of the Leisure Park: Watercoaster ride, Toboggan ride, Empire of the Sea Dragon Indoor Play Area, the Masterblaster & Circusdrome Play Area, Pedal Boats, Bumper Boats, Tug Boat Ride, Dune Buggies ride, Polar Pilots ride, Avalanche ride, Farmyard Ride, Arctic Gliders ride, the Swing Ship, the Safari Adventure Golf, the shop & entrance kiosks. The number of staff manning each area varies according to the time of year. The Leisure Park is at its busiest during the main summer months, particularly the Easter, Whitsun & Summer school holidays. Each area is managed by a Team Leader who works closely with the staff and liaises with the Operations Manager and Assistant Operations Managers.

### **HOURS:**

The hours vary according to the time of year to ensure the smooth operation of the Park; the start time is 9am-10am and the finish time is approximately 5.00/5.30 pm at quiet times, 6.00/ 6.30 pm in the summer season. The wage varies according to age and is listed on the enclosed sheet 'Ranger Pay Structure'. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and a weekend day. There are a total of 28 days holiday per year, holidays cannot normally be taken during the school holidays or on Bank Holidays as these are our busiest times. There is a half an hour lunch break. When the Leisure Park is open there is the opportunity to purchase food for lunch with a 50% discount.

### **SKILLS:**

1. The ability to communicate clearly with staff and members of the public of varying ages.
2. To be able to explain rules and restrictions to members of the public who may have different levels of abilities, e.g. special needs children and adults with learning disabilities.
3. Good customer service skills.
4. To be observant to the actions of those around you, to try and foresee any problems.
5. The ability to work as part of a team.
6. Common sense and initiative.
7. Methodical approach with good attention to detail.
8. Cheerful personality with a 'can-do attitude'.
9. Able to work flexible hours.
10. The ability to remain calm, level headed and polite in demanding situations.

### **WORK TASKS/DUTIES**

1. To help prepare the ride/play area/attraction ready for the day ahead, carrying out any cleaning required.
2. To report any faults found in the equipment to the Team Leader.
3. To ensure that all the area is kept free of obstacles/dangers throughout the day.
4. To supervise the rides and play equipment, to ensure that the customers are acting safely and not causing a danger to themselves or to others (training on Health & Safety issues will be given).
5. To clearly explain the rules and height restrictions to members of the public.
6. Help customers with their queries and give directions.
7. Assisting with the closing down procedure and cleaning at the end of the day.
8. Other duties that may arise.