

Experience Guildford Town Ranger

Job Title:	Town Centre Ranger
Responsible To:	Town Ranger Team Leader
Salary:	£17,000 rising to £19,500 after probation
Contract:	Fixed term (until Jan 18) with potential to extend
Hours:	37.5 Hours Flexible Shift Pattern to include weekends

About the Job:

Experience Guildford has an exciting opportunity to join their team. As a Town Ranger you will be responsible for working within the Business Improvement District (BID) assisting visitors and making Guildford safer, cleaner and more welcoming.

The role of the Town Ranger is to provide a highly visible, approachable, uniformed presence on the streets of the BID area for customers and businesses. Acting as the eyes and ears of the BID you will deal directly with a defined range of challenges, escalating and reporting where appropriate.

Candidates must be approachable, have a good knowledge of Guildford and be passionate about customer service to succeed in this role.

Duties and Responsibilities:

- To welcome visitors and shoppers to Guildford and offer descriptive information about the town centre.
- To develop relationships with businesses in the area to better understand the range and breadth of opportunities available to the visitor and thereby to become an ambassador for the town.
- To develop relationships and regular contact with businesses to ensure they understand the work and benefits of the BID and to engage them in all appropriate programmes, projects and services.
- To monitor anti-social behaviour and report it to the relevant authorities thereby ensuring visitors and shoppers feel safe and secure whilst in the area.
- Record and keep documented evidence of incidents and issues arising.
- To ensure all Health & Safety requirements are met to the company standard as defined by HASAW to ensure the safety of all team members and customers.
- To assist in delivery of events and/or festivals held within the BID area.
- To carry out any other duties identified by the Team Leader.

Personal Specification:

- Demonstrates commitment to providing exceptional customer service.
- Motivated with good communication skills.
- Tact and diplomacy with a can-do attitude.
- Energetic, enthusiastic and adaptable.
- The ability to build and maintain relationships with a diverse set of partners.
- Experience of working in partnerships, with police and with local government desirable.
- Ability to work at weekends and occasional evenings and in all weather conditions as job will be primarily outside.
- Ability to use smartphone type applications to record and collate information.
- This is a customer facing role so excellent personal presentation is imperative.
- All successful candidates must be willing to undertake a full DBS check.

If you are looking for an exciting new opportunity and have the skills listed above then apply now by submitting your CV to stuart@experienceguildford.com.

www.experienceguildford.com

Additional Information:

The first stage of our recruitment process is an introduction tour with the Town Ranger Team Leader. If you are successful the second and final stage is a competency based interview with the General Manager and Night Time Economy Manager.

If you are contacted, please note that as part of the registration process you will be required to provide us with proof of identity and proof of eligibility to work in the UK.

Previous applications are kept on file for consideration.