

Experience Guildford Town Ranger

Job Title: Town Ranger
Responsible To: Head Ranger
Starting Salary: £18,500
Hours: Up to 40 Hours/Flexible Shift Pattern

Job function: The Town Centre Ranger is at the core of the BID and serves to ensure visitors to the town feel welcomed and enjoy a safe, secure and inviting environment. 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, and to act as the eyes and ears of the BID company, dealing directly with a defined range of issues and escalating and reporting any other issues to the appropriate authority.

Job Duties and Responsibilities

1. To “sell” the BID’s activities to the town centre stakeholders
2. To monitor the BID area from the streets.
3. To welcome and nurture visitors and shoppers to the town centre.
4. 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 and what it offers.
5. 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.
6. To assist with the policing of the town centre area thereby ensuring visitors and shoppers feel safe and secure whilst in the area.
7. To monitor, identify and report to the relevant radio based schemes and CCTV, any issues for action.
8. To identify and escalate any situations that cannot be resolved by the Rangers to the relevant authority.
9. To continue to monitor escalated issues until appropriate actions have been taken.
10. To maintain timely and accurate records of incidents and issues arising.
11. To provide support with identification of known trouble makers to the appropriate Authority.
12. To ensure all Health & Safety requirements are met to the company standard as defined by the HASWA to ensure the safety of all team members and customers.

13. To ensure all personnel policies and procedures are adhered to.
14. To ensure any work plans and productivity targets are achieved through correct administration of log sheets and daily reports.
15. To assist in delivery of events and/or festivals held within the BID area.
16. To carry out any other duties identified by the Head Ranger

Person Specification

1. Demonstrable commitment to providing an exceptional customer service culture.
2. Motivated with good communication skills
3. Tact and diplomacy but with a can-do attitude.
4. Energetic, enthusiastic and adaptable.
5. Ability to build and maintain relationships with a diverse set of partners.
6. Experience of working in partnerships, with police and with local government desirable
7. Ability to work in weekends and evenings and in all weather conditions as job will be primarily outside
8. Ability to use smartphone applications to record and collate information