

Job title:	Glenlivet Estate Maintenance Ranger
Business area:	Rural, Glenlivet Estate
Reports to: <i>Post title</i>	Head Ranger
Direct reports: <i>Post titles & numbers:</i>	None
Date of role profile review:	November 2023

1. Job purpose

To assist the Head Ranger with the management, maintenance and improvement of the outdoor recreational infrastructure and visitor engagement facilities, and the Forest Manager with practical forestry maintenance work across the Glenlivet Estate.

2. Main tasks

- Maintenance
 - Ensure the visitor infrastructure on the Estate is maintained in line with Health & Safety standards, policies, and procedures, through completing and adhering to risk assessments, including but not limited to undertaking repairs and regular inspections of countryside sites, hazardous trees, play areas, paths, and bridges. The current key policy is HSP15 'Management of Glenlivet Estate Visitor Infrastructure'.
 - Undertake maintenance duties as required including grass cutting, strimming, pesticide spraying, litter collection, painting, weeding, tree clearing, erection of signs, interpretive panels and waymarkers, the upkeep of estate furniture and other maintenance tasks as required, and assisting with procurement for works and materials.
- Engagement
 - Assist the Head Ranger with the delivery of engagement activities such as the organisation and supervision of groups, including volunteers undertaking practical work on the Estate and educational visits.
- Forestry
 - Provide on the ground support to the Forestry Manager as required including but not limited to responding to forestry enquiries, assisting with procurement for works and materials, monitoring contractors and active work sites, liaising with sporting tenant. This will include working at times alongside other members of the forestry team.

- Undertake practical forestry maintenance duties as required, including but not limited to assisting with inspection & maintenance of fences, plant health surveys, tree planting, restock site maintenance, and clearing storm damaged trees.
- **Monitoring and Recording**
 - Assisting in the monitoring of habitats and species on the Estate including Black Grouse counts. This monitoring may involve working with partner organisations.
 - Ensure clear and accurate records for above duties are maintained, including inspection records and maps, risk assessments, and site diaries.

3. Key responsibilities

- **Maintenance**
 - Maintaining Estate assets to a standard that results in a safe and welcoming environment for tenants, residents, and visitors.
- **Health and Safety**
 - As an employee of Crown Estate Scotland, you have a specific responsibility to adhere to current Health & safety standards, policies, and procedures.
 - To work positively within the team to ensure all workplaces are kept in a safe and tidy condition and in accordance with health & safety regulations and all tasks are performed in compliance with relevant Construction (Design and Management) Regulations, risk assessments, method statements and health and safety controls.
 - To ensure that equipment and tools are well maintained and capable of performing the work required.
 - To use all vehicles, tools, and equipment in a responsible fashion and according to manufacturers' guidelines.
- **Public Relations**
 - To positively represent Crown Estate Scotland in the performance of all business support functions, including participation in groups and on appropriate panels and committees
 - To maintain a high standard of customer service ensuring that the reputation and profile of Crown Estate Scotland is projected to the public at all times.
 - A commitment to engage with a range of stakeholders and members of the public.

4. Knowledge, skills and experience

- Practical knowledge of working on a rural estate, forestry maintenance, infrastructure and related construction and maintenance techniques.
- Knowledge of estate tools and machinery operation, maintenance, and record keeping.
- Knowledge of relevant health and safety legislation/requirements and risk assessments.
- Good customer service and people skills with the ability to positively interact with members of the public and tenants.
- Experience of working outdoors in a rural setting including lone working in remote locations.

5. Contacts & communications

Internal contacts include:

- Glenlivet Estate Team (Daily Basis – planning work, updating on progress, lone working check ins).
- Maintenance Team (Intermittently relating to specific pieces of work).
- Wider Property Team and Crown Estate Scotland staff (regular attendance at property team meetings, training events, away days etc.)

External contacts include:

- Managing Agents (Regular contact around specific maintenance issues)
- Tenants (Regular contact including ad hoc meetings with farming tenants' whilst out working on the Estate, communication around specific maintenance projects).
- Contractors and Suppliers (Occasional contact and dependent on planned maintenance projects, exchanging routine information, requesting quotes, supervising contractors).
- Community, Education, and Stakeholder Groups (Occasional contact as requested by Glenlivet Estate Team).
- General Public (Potential to be daily while working on the Estate, represent the Estate and listen to and act on feedback).

6. Problem solving

The ability to identify and deal with problems as they arise and if necessary, seek the support and guidance of others to resolve the issue in a timely and professional way. A range of standard tasks and procedure will be undertaken. Practical tasks may not always have standard solutions. The post holder will be required to use initiative and creativity to resolve those issues satisfactorily whilst remaining compliant with policy and legislation.

7. Decision-making

A willingness to accept appropriate levels of decision making as agreed in conjunction with Head Ranger and Forest Manager. Decisions may involve tailoring work methods, allocating and prioritising work, and interpreting and adapting existing procedures and practices to achieve results.

8. Autonomy

A willingness to work autonomously under own initiative and within delegated levels of authority as agreed in conjunction with the Head Ranger and Forest Manager. Most work will follow established procedures with some checks carried out by Estate Team but will often be carried out lone working. When assisting with groups and volunteers there will be a requirement to make decisions or assess when it is appropriate to ask for support.

9. Management of resources:

- **Budgets**

Not a budget holder but supporting input into budgets.

- **Equipment**

Maintenance, administration, and monitoring of equipment and vehicles in line with health and safety guidance and regulations and maintaining appropriate records.

- **As a line manager**

None.

10. Impact

- This role helps maintain and enhance Crown Estate Scotland's managed assets and ensure compliance with Health and Safety obligations and CES's internal policies. This results in:
 - a safe and welcoming environment for visitors and members of the local community.
 - tenants who feel Crown Estate Scotland is responsive and pro-active.
 - a positive public perception of how the estate is managed.
 - an ability to be more flexible and responsive to forestry maintenance requirements.
- The role increases capacity to monitor and assess assets improving the quality of data in statutory reports and providing improved information to inform land management.

- It also provides a greater ability to provide engagement and education resulting in more accurate public knowledge of Crown Estate Scotland and improved public relations.

11. Physical demands

- The ability to drive and travel by estate vehicle, electric mountain bike and/or on foot across uneven terrain to various locations across the Glenlivet Estate and at other Crown Estate Scotland locations.
- To be physically fit and able to undertake manual work outdoors for extended periods.
- The ability to lift and transport items unaided within an office and outdoor rural environment.

12. Working environment

- A willingness to work in adverse weather conditions.
- Occasionally working in educational surroundings where young people may be present.

13. Any other duties OR pertinent information

- Because of the evolving nature of our business requirements, this job profile should be regarded as a general outline of the type of key tasks the job holder will be asked to undertake in their role.

14. Person specification

	ESSENTIAL	DESIRABLE
EDUCATIONAL ATTAINMENTS / VOCATIONAL ACCREDITATION	<ul style="list-style-type: none"> • Appropriate National Level grade 4 (or GCSE equivalent) education qualification in English Language and Mathematics. 	<ul style="list-style-type: none"> • HNC/D level qualification or equivalent in countryside management or forestry. • Trailer towing entitlement/licence. • Chainsaw qualification. • Spraying qualification. • Ability to ride an electric mountain bike. • First Aid qualification. • 4x4 driving qualification.

	ESSENTIAL	DESIRABLE
SKILLS/ COMPETENCIES	<ul style="list-style-type: none"> • Relevant knowledge of countryside health and safety obligations and risk assessments (eg IOSH Working Safely). • Computer literate, with good knowledge of Microsoft Word & Excel. • Practical knowledge of rural estate maintenance and infrastructure. • Construction and maintenance techniques for infrastructure including trails, stiles, gates, footbridges etc. • Knowledge of estate and forestry management practices. • Identification of common tree species. • Good knowledge of health & safety practices relating to working in the countryside. • Knowledge of estate machinery operation, maintenance and record keeping. 	<ul style="list-style-type: none"> • An understanding of the Scottish Outdoor Access Code. • Basic understanding of UK Woodland Assurance Standard. • A basic understanding of tree safety inspections. • An understanding of tree mensuration techniques for assessing tree volumes. • A working knowledge of common tree diseases, insects, and pests. • Knowledge of digital mapping/GPS use.

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Off-road driving experience in 4x4 vehicle. • Operation and maintenance of relevant machinery; lawnmower & strimmer. • Previous tree planting experience and assisting with clearance of fallen trees. • Ability to build good relationships with colleagues, farm tenants, contractors and others. • Enthusiastic personality with strong work ethic and an ability to work independently and effectively with minimum supervision. 	<ul style="list-style-type: none"> • Goal orientated and able to meet deadlines. • Ability to problem solve and develop cost effective solutions to problems. • Previous experience of managing work parties/groups. • Chainsaw use. • Leading education and visitor group activities. • Working with volunteers.
A DRIVING LICENCE IS REQUIRED: YES If required, state licence class(es) B (Motor Car).		
ANY SPECIAL REQUIREMENTS PERTINENT TO THE POST: <ul style="list-style-type: none"> • Be physically fit and prepared to work outdoors on a daily basis. • An understanding and appreciation of rural life in a remote Scottish environment. • The ability to work occasional evenings, early mornings, and weekends. • A satisfactory Disclosure Check will be required. 		

Our Values

Our values underpin what we do and how we do it. They are as follows:

Commercialism	We use our business know-how to make money for Scotland and to grow the value of the Estate, helping to achieve more long-term. We help our tenants succeed and support sustainable economic development.
Integrity	We behave respectfully and act responsibly. We take a long-term approach, balancing our commercial interest with what's right socially and for the environment.
Excellence	We do the best we can in everything we do, and we're always trying to improve. We encourage new ideas which could help us raise the bar, and we're not afraid to change our approach if needed.
Collaboration	We make the choice to work closely with other people and organisations. We believe that we can do better for everyone when we work together – whether they are tenants, partners, local communities or other stakeholders.

Behavioural Competencies

What are they?

'Competencies' are skills/behaviours/attributes that are required for an individual to perform effectively in their role.

Our behavioural competencies outline the standards expected for every role within Crown Estate Scotland and are based on our organisational values above. They help us to achieve/live our values. They are 'Innovation & Commercialism', 'Working with Integrity', 'Delivering Excellent Performance' and 'Collaboration & Teamwork'.

Why are they important?

Using our values as a basis for behavioural competencies helps embed those values and ensure that we are all 'walking the walk'. Our competency framework has many benefits including:

- Giving employees clarity in what behaviours and actions will be required, valued and recognised.
- Helping managers and staff plan professional development.

- Encouraging consistency across the organisation.
- Informing recruitment (by setting out what is required of a role-holder).

What will you be expected to demonstrate?

Each employee is expected to demonstrate each of the four behavioural competencies at either a fundamental, enhanced or advanced level. The expected levels for this role are as follows:

	Fundamental	Enhanced	Advanced
Innovation & Commercialism	✓		
Working with Integrity	✓		
Delivering Excellent Performance	✓		
Collaboration & Teamwork	✓		

How can you demonstrate the behavioural competencies at the required level for your role?

The table below is designed to help you to understand how you can put the behavioural competencies for your role into practise. You can meet the required level by demonstrating the behaviours listed. Some examples are included in the 'Guide to behavioural competencies' to help bring these behaviours to life.

Role profile

Behavioural Competency	Level			Behaviour
	Fundamental	Enhanced	Advanced	
Innovation & Commercialism	✓			<ul style="list-style-type: none"> Look for innovative ways to work more efficiently e.g., by improving systems or processes. Actively manage the resources I need to carry out my role responsibly and carefully. Show an awareness of the Best Value principles.
Working with Integrity	✓			<ul style="list-style-type: none"> Place integrity at the heart of what we do. Be a 'trusted partner' internally and externally, upholding high ethical standards in my everyday interactions. Respect and value difference.
Delivering Excellent Performance	✓			<ul style="list-style-type: none"> Deliver excellent customer service internally and externally. Be dependable. Proactively take personal responsibility for delivering results. Improve my skills and knowledge through continuous development. Demonstrate professional commitment and a strong work ethic.
Collaboration & Teamwork	✓			<ul style="list-style-type: none"> Work well with others – sharing ideas, encouraging, listening and valuing their input. Support colleagues and partners, internal and external, in order that we achieve our objectives and goals.