



Forest Craftsperson – Communities, Recreation & Tourism (CRT)

Aberfoyle, £19,240 - £20,675 per annum pro rata, plus benefits

*The above post is a Short Term Temporary Appointment (STTA). Therefore this appointment has **not** been recruited through a full Forestry Commission "Fair and Open" competition. This means you are not eligible to apply for posts trawled internally within the Forestry Commission during the period of your contract.*

Cowal and Trossachs Forest District is some 68,000 hectares in size of which approximately 40,000ha is forested. The district lies close to the majority of the population of Scotland and its two Forest Parks, Argyll and Queen Elizabeth provide an extensive range of visitor facilities that are enjoyed by many thousands of people each year.

The bulk of the forest district (75%) lies within the first National Park in Scotland, the Loch Lomond and the Trossachs National Park who also act as the planning authority for the park area. The district employs 62FTE staff who undertakes a wide range of duties in managing the forested area, its associated habitats, its communities and its many recreation facilities.

The district lies within easy reach of about 2.4 million people and hosts over 1 million people each year. The district has 3 Visitor Centres of varying style ranging, The Lodge, Forest Visitors centre in the Trossachs is a key Visitor Centre in the Loch Lomond & Trossachs National Park welcoming approximately 200K visitors a year.

Purpose of the Job

To maintain high quality Community, Recreation and Tourism facilities within the Queen Elizabeth Forest Park to deliver a consistent and quality visitor experience.

The job will be based at the district office at Aberfoyle, working closely with the Community, Recreation and Tourism team.

This is a short term temporary appointment due to start 1st May 2015 for 3 months.

Due to operational requirements this post will be full time for the first two months, however for the final month, the hours will reduce to part time, approximately 16 hours per week with a possibility to increase hours.

Key Work Areas - Working with people

- Work with other team members attending regular team meetings and communication with colleagues and supervisor
- Respect other team members roles and responsibilities
- Maintain customer care standards when dealing with members of public, records and take personal responsibility for supplying information or action required

Key Work Areas – Facility Maintenance

- Carryout, record and action facility inspections in line with defined standards
- Carryout, record and action tree safety inspections

Key Work Areas - Health and Safety

- Take a proactive and positive approach to the Health & Safety culture within the team
- Ensure Risk Assessments are in place prior to all works activities, carry out controls as part of working process
- When required always use lone working procedures and report any issues to line manager
- Input any accidents or near miss incidents onto Airs System

Experience

Desirable

Recreation facility maintenance, Teamwork, Competent personal health & safety management (FISA)

Professional and Technical Expertise

Essential

Basic IT skills (email, spreadsheets, documents)

Desirable

NPTC/LANTRA certificates - Chainsaw/Brushcutter/ATV/Spraying, Recreation, Forestry or Tourism qualification at any level, First aid certificate, Manual handling training, Risk assessment training, Trailer towing

Making Effective Decisions

Make and record effective decisions following the appropriate decision making criteria, framework or guidance

Ask questions when unsure what to do

Think through the implications of your decisions before confirming how to approach a problem/issue

Leading and Communicating

Put forward your views in a clear and constructive manner, choosing an appropriate communication method, e.g. email/ telephone/ face to face

Act in a fair and respectful way in dealing with others

Write clearly in plain simple language and check work for spelling and grammar, learning from previous inaccuracies

Ask open questions to appreciate others point of view

Collaborating and Partnering

Proactively contribute to the work of the whole team

Seek help when needed in order to complete your work effectively

Be open to taking on different roles

Building Capability for All

Identify your skills, knowledge and behaviour gaps to inform your development plan and discuss these with the line manager

Find ways to learn and personally improve in the completion of day-to-day tasks

Improve your performance by taking on board feedback from colleagues from different backgrounds

Managing a Quality Service

Act to prevent problems including health and safety, reporting issues where necessary

Gain the knowledge needed to follow the relevant legislation, policies, procedures and rules that apply to the job

Take ownership of issues, focus on providing the right solution and keep customers and delivery partners up to date with progress

Delivering at Pace

Work in an organised manner using your knowledge and expertise to deliver on time and to standard

Take responsibility for the quality of your work and keep your manager informed of how the work is progressing

Other

The duties of this post require the applicant to have a full current driving licence that enables them to drive in the UK.

*To apply for this post, please submit your CV and a Cover Letter addressing the competencies of this post to will.huckerby@forestry.gsi.gov.uk by no later than **12pm on Friday 24th April***