

Job title	Community Engagement Ranger
Salary	£28,000 per annum
Line manger	PHCT Reserves Manager
Hours per week	37.5
Status	Fixed Term until end December 2026

Main purpose of the job

Working as part of a small team, this role will focus on engagement with the new and existing audiences that visit the Pebblebed Heaths National Nature Reserve.

A core part of this role will be connecting local communities to the Pebblebed Heaths NNR and its natural and cultural heritage, with an emphasis on young people and families, the elderly, those with mental and physical health issues, and hard to engage audiences. Activities will seek to enable positive action for nature, with volunteering being a key mechanism. As part of this work a new 'youth ranger' scheme will be established with the role also providing a point of contact for visitors while patrolling on site, helping them to enjoy their visit, while improving understand of responsible recreation.

Working with existing PHCT staff the Community Engagement Ranger will connect to social groups and businesses that have yet to build a strong relationship with the site and to re-affirm existing links to those who already benefit from it. This includes organisations focused on health or recreation to strengthen those partnerships which benefit communities' wellbeing.

This is a unique opportunity to play a key role in delivering an exciting series of nature and landscape focussed activities within a National Nature Reserve that will: connect people to this unique landscape; develop a legacy of communities and new audiences that are enthused and better informed; support communities with the tools to make a positive difference to their own wellbeing, and the conservation and management of the Pebblebed Heaths NNR.

It will require strong inter-personal skills to work effectively and persuasively with the public, partners and stakeholders. The role will support existing volunteers and engagement activities but will also target new audiences.

It will be a challenging, but rewarding role, working with a site team to maximise the benefits of this landscape to both people and wildlife and sustaining that change in the long term.

What you will be expected to deliver in the role

The current objectives for the post holder are to:

- Be a face-to-face point of contact for visitors to the reserve.
- Work with colleagues and partners review existing volunteer and engagement activities and build connections with under-represented and harder to reach groups which could include those with disabilities, those from economically deprived backgrounds and BAME communities.
- Deliver education and engagement activities that build connections with people that already enjoy the reserve, fostering a sense of pride and understanding of how they can care for the site.
- Establish a youth ranger volunteering scheme.
- Work with partners, external providers and businesses to deliver a health and wellbeing and nature activity programme.

Day to day tasks may include:

Working closely with colleagues and partners to deliver the actions as defined in the HLF Project Plan.

Tasks to include:

- Patrol the reserve regularly.
- Plan, co-ordinate and deliver a programme of innovative engagement opportunities and events for diverse audiences across the reserves.
- Support the Countryside Learning Officer and Reserves Manager to develop priorities and innovative initiatives to increase effectiveness and engagement of new and existing volunteers.
- Coordinate all areas of the Youth Ranger scheme including set up, promotion of opportunities, recruitment, session delivery, feedback/evaluation, and celebration.
- Develop a network of local businesses and organisations that support the Pebblebed Heaths NNR
- Deliver the Health and Well-being Engagement programme to promote healthy outdoor activities.
- Maintain and promote the calendar of events and activities.
- Support work placements and youth training opportunities.
- Contribute to regular newsletters, social media and development of web content.
- Support the wider team and liaise with partners as required to achieve the aims and objectives of the NNR masterplan.

Although this list provides examples of what you will be doing it's not intended to be exhaustive. You will have personal objectives that will be discussed and agreed with your line manager when you start.

Person Profile – what you will bring to the team

Qualifications and professional memberships

1. Degree or equivalent in a related field with demonstrable experience of volunteer management and community engagement; or equivalent combination of relevant education and experience.
2. Full driving licence.

Values and personal qualities

3. Personal values and behaviours aligned to our charitable objectives.
4. Passion for making a positive difference for people and nature.

Specialist knowledge skills and experience

5. Track record in planning and delivering high quality public engagement activities, preferably linked to nature/conservation.
6. Volunteer management experience, ideally linked to nature/conservation.
7. Basic land management experience/use of hand tools.
8. Presentation skills including public speaking.
9. Ability to work simultaneously on numerous different projects with competing deadlines.
10. Excellent interpersonal and communication skills – to effectively manage relationships with a wide range of partners, support and mentor volunteers during their volunteer journey and develop strong working relationships with colleagues.
11. IT competency with specific knowledge of Excel and Word.
12. Social media experience.
13. Knowledge and ability to demonstrate commitment towards equality, diversity and inclusion issues.
14. Excellent customer care skills.
15. A willingness to travel to meetings/events and work unsociable hours during school holidays, at weekends and evenings, when required.

It would also be desirable to have

16. Accredited training in volunteer engagement/management.
17. Knowledge of the Pebblebed Heaths and Otter Estuary and/or heathland and intertidal habitats and wildlife.
18. Experience of working with diverse community groups or people who experience barriers to accessing the countryside.
19. Web content management skills.