

<b>Role:</b> Ranger Apprentice	<b>Region / Department:</b> Highland & Islands
<b>Reports to:</b> Property Manager	<b>Pay Band:</b> Grade 2 Lower, £24,960 per annum
<b>Location:</b> Balmacara	<b>Type of Contract:</b> Full-time Fixed Term 18 months fixed term, Full Time - 40 hours per week
<b>Cost centre:</b> 3BAL	<b>Activity code:</b> RA

## **JOB PURPOSE**

The role of Ranger Apprentice is a fantastic opportunity for a young person to learn, train and experience real work in a professional conservation and estate management environment. We take great pride in looking after the crofting cultural landscape and associated natural and cultural heritage. Working with our resident communities you will help to protect beautiful places for people to engage with. You will be involved with public engagement and visitor management which is an essential part of the management of the estate. The Ranger Apprentice will create positive and memorable engagements. You'll help us maximise our impact through excellent customer service and site knowledge, taking pride in presentation and communication.

You will work as part of the professional team at Balmacara to help give residents and visitors a positive experience and warm welcome to the estate as well as helping generate the income that enables us to care for our properties.

**The Apprentice will also study for a Modern Apprenticeship (SVQ in Estate Management at SCQF Level 6) with Rural Skills Scotland.**

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

You will take direction from the Property Manager, with the Estate Ranger providing day -to-day supervision. You will also work alongside other property staff . The apprenticeship will be run in partnership with Rural Skills Scotland, who will support the successful candidate through their SVQ undertaking regular observations to allow the apprentice to meet the necessary evidence requirements. The apprenticeship is for a fixed period of 18 months during which the successful candidate will be mentored and undertake relevant vocational training.

You will provide a consistently high standard of work and customer care at all times:

- Promoting and supporting the crofting system on the estate and assisting with the conservation of species-rich grasslands and native woodland on the estate
- Assisting with survey and monitoring programmes
- Maintenance of the fabric of the estate with emphasis on footpaths and other access infrastructure
- Providing an excellent visitor experiences including delivery of guided walks, events and educational activities, answering visitors' queries about the estate and the wider area of Lochalsh, Skye & Wester Ross
- Promoting the National Trust for Scotland and the benefits of Trust membership
- Always maintain excellent standards of site and personal presentation
- Ensuring work is undertaken in a safe and appropriate manner, wearing correct uniform, name badges, or PPE as required

## **SCOPE OF JOB**

### Conservation

- Supporting the property team in delivery of priority conservation actions including survey & monitoring, habitat and species management and protection of the cultural heritage of the area

### Estate Management & Maintenance

- Working with colleagues, volunteers and contractors to ensure all aspects of the property are properly maintained and projects are delivered on time and within budget.

### Public Engagement

- Regular interaction with all members of the public to promote the work of the NTS, especially at Balmacara Estate.

### Teamwork

- Regular interaction with employee and volunteer colleagues to share daily tasks and support efficient operations.

### Operational & Administrative Processes

- Help achieve activities targets and membership recruitment targets.
- Conform to standard NTS policies and administrative and operational procedures.

### Health, Safety & Environment

- Expected to become familiar with and comply with the property's Health and Safety policies.
- Occasional operation and maintenance of tools, equipment and possible use/application of chemicals (formal training will be provided as required).

The current duties of this job **do** require a criminal records (Disclosure Scotland) check to be carried out.

## **REQUIRED SKILLS, EXPERIENCE & KNOWLEDGE**

### Essential:

- This is a development role so there are no set qualifications for this post.
- Ability to work within a team to a high and safe standard.
- Ability to be flexible and adapt working patterns and tasks to meet day-to-day variations in property needs.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- Excellent communication skills.
- Genuine belief in the value of landscape conservation and excellent customer service.
- Ability to be proactive and to take the initiative.
- Ability to balance training and expectations of the course curriculum alongside estate duties.

### Desirable:

- Experience of working on the land/outdoors.
- Demonstrable experience in working in a public facing context.
- Have or currently working towards obtaining a Driving Licence.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

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### **Applications**

Interested applicants should forward a CV by email to [workforus@nts.org.uk](mailto:workforus@nts.org.uk) by 5pm on 20<sup>th</sup> September 2024.

**Interviews are expected to be held during the week commencing 30<sup>th</sup> September at Balmacara Estate Office, Lochalsh House.** The interview process will involve a short practical skills test and shortlisted candidates will be expected to make a short verbal presentation.

Please indicate in your email that you are interested in the Ranger Apprentice role at Balmacara Estate.

Please note – Apprenticeships will begin in October/November 2024, subject to successful interview and selection.

**All candidates will need to meet Skills Development Scotland’s funding criteria to be eligible for this Modern Apprenticeship.**