

Epsom & Ewell Borough Council
Role Profile Template

Role Title:	Downskeeper
Job Family:	Enforcement & Community Service Delivery
Service:	Downskeepers
Location:	Operational Services
Reporting To:	General Technical Operative Supervisor / Supervisor / Team Leader

Role Purpose: Why the role exists and its contribution	To provide patrol and conservation duties on Epsom and Walton Downs. Upholding the byelaws, which form part of the Epsom and Walton Regulation Act 1984 and ensuring public safety. As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture
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Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> - Downskeepers are a uniformed presence on Epsom and Walton Downs tasked with upholding the byelaws and relevant environmental legislation to ensure that the Downs is used safely in accordance with the Epsom and Walton Downs Regulation Act 1984. - Carrying out site security, risk assessments, public realm maintenance and conservation tasks on a regular basis, which include but are not limited to emptying bins, litterpicking, digging, painting, cleaning, manual handling and using manual/power tools (such as petrol strimmers). Maintains grassland and woodland, cutting of overgrown shrubs and bushes, hedge trimming and grass cutting. Makes repairs to footpaths & walkways. Keeping the Downs in its natural state of beauty by carrying out activities as specified in the Habitat Management Plan. - Downskeepers are required to work outdoors in all weather conditions on a shift pattern including early, late, weekend and bank holidays. - Downskeepers are required to manage conflict between the public and racehorses in training in a calm and professional manner. Ensuring that the public do not interfere with the racehorse training up to 12 noon each day. - Downskeepers endeavour to build positive relationships with all stakeholders and are required to carry out specific tasks related to the Derby Festival period.
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	<ul style="list-style-type: none"> - To assist in maintaining a close working relationship with the Police and other organisations on all aspects of community safety. - To comply with all procedures relating to enquiries, complaints and correspondence from the public and to communicate effectively in difficult situations where exposed to antisocial behaviour with regard to their own personal safety. - To comply with all procedures relating to use of communications equipment and computers. To comply with all procedures relating to accidents /incidents and the accident/incident book (reporting).
Generic Duties	<p>Enforcement & Community Service Delivery</p> <ul style="list-style-type: none"> • To deliver effective front-line services to the public • To be a uniformed presence on Epsom and Walton Downs. • To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate stakeholders. • To confidently communicate with the public. • To ensure compliance with and enforcement of any specific legislation. • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contribute effectively to My Performance Conversations

The key decision-making areas in the role
<ul style="list-style-type: none"> • The need to exercise judgment or decision making • The extent of instructions/guidance followed and the level of detail available • Organisation of workload and priorities • Interruptions which make attention or concentration difficult. • Discretion in decision making including unexpected problems/situations • The accessibility of colleagues and managers for consultation/advice • Information handling • Developing plans or strategies
Customers and contacts
<p>Knowledge of other service areas within the Council/Authority</p> <p>Contact with clients/customers</p>

The needs of clients/customers for whom responsible

Dimensions of the role	
Financial	Non-financial
	<ul style="list-style-type: none">• Emotional stress from the circumstances or behaviour or people• The impact of your decision making on customers and stakeholders• Implementing and enforcing regulations• Health and safety of customers• provision of training, development and guidance

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview w/ Assessment
What professional qualifications you require			
The training you need for your job and how it is acquired			
Driving License	E	E	E
Knowledge and Experience			
Confident handling horses and dogs	E	E	E
Ability to deal with confrontation in a public facing role and confidence to uphold the byelaws and gather evidence if required	E	E	E
Ability to deliver excellent customer service	E	E	E
Ability to work in a multi-stakeholder environment	D	D	D
Ability to carry out manual tasks such as strimming, repairing signs and fencing.	E	E	E
Confident in the use of tools and power equipment and willingness to participate in further training as required	E	E	E
Ability to demonstrate excellent teamwork	E	E	E
Skills			
Problem solving	E	E	E
Creativity	D	D	D
First Aid Trained and knowledge of risk assessments and general health & safety	D	D	D
Training/development/motivational skills	D	D	D
Communication skills – written and oral	E	E	E
Working under pressure and to deadlines	E	E	E
Additional Requirements			
