

## Role Description

Position Title	Ranger, Visitor Centre
Supervisor's title	Supervisor, Visitor Centre, or Supervisor, Community/Visitor Centre;
Manager's Title	Operations Manager
Group	Regional Operations Group
Band	B
Date	August 2023
Approved by	Deputy Director-General, Regional Operations

## Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āiane, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

## Role Purpose

To provide an excellent visitor experience by delivering the work as described in relevant work plans.

## General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by the code of conduct.

### Accountabilities

Accountabilities	Activities
Visitor Centre work	<p>Assist in the operation of Visitor Centres</p> <p>Promote and sell national and local conservation recreation opportunities and conservation merchandise</p> <p>Provide visitors with up-to-date information about recreational opportunities locally and throughout the country, local conservation projects, weather and condition of tracks and huts</p> <p>Help promote and highlight local and national partners and national campaigns through the visitor centres</p> <p>Prepare accurate cash handling records and prepare and/or check daily banking as requested</p> <p>Keep the Visitor Centre clean, well-stocked and professionally presented</p> <p>Ensure storytelling and interpretation are concise, truly functional, relevant, and up to date</p> <p>Help with the administration of field staff intentions and monitoring VHF and SSB radio calls, responding as required</p> <p>Communicate with Operations staff in relation to condition of hut and track assets</p> <p>Ensure hazards identified at specific DOC managed sites are passed on to senior Operations staff and that all visitors are appropriately informed about the hazard</p> <p>Provide day to day supervision of volunteers, and contractors as required</p>
Team contribution	<p>Contribute to a strong safety-first environment, ensuring there is a positive safety culture and consistent safety practice across work sites</p> <p>Work to support the team culture which values:</p> <ul style="list-style-type: none"> <li>• Safety for staff, visitors, and volunteers</li> <li>• Continuous improvement</li> <li>• Team process</li> <li>• Partnership with iwi</li> <li>• Working with community, business, and others</li> </ul> <p>Identify critical issues and risks and ensure they are effectively raised and addressed</p>

Accountabilities	Activities
	<p>Scan the external environment for information, trends, best practices and innovations</p> <p>Assist peers and their teams to learn effectively from experience</p>
Collaboration	<p>Engage with local communities to ensure they see conservation as vital to their success and prosperity</p> <p>Build and maintain collaborative relationships internally and externally</p> <p>Share ideas and resources with others to help make them successful</p> <p>Work with your manager to incorporate customer feedback to improve your service delivery</p> <p>Positively represent the Department and reinforce growing conservation through partnerships</p> <p>Support community groups and volunteers to do great conservation work, including providing access to relevant conservation resources, methods, and tools</p>
Health and Safety	<p>Comply with the Department's Health and Safety policy and guidelines</p> <p>Proactively take all practicable steps to ensure your own safety and the safety of others in the workplace</p>
Work Management	<p>Deliver on tasks set out work plans, performance expectations, and task assignments</p> <p>Complete administrative tasks associated with the role</p> <p>Deliverables reflect the Department's partnership with tangata whenua and support our functions under Section 4 of the Conservation Act</p> <p>Undertake fire control or other conservation related emergency responses to meet the Department's obligations when required</p>

## Capabilities

Capabilities required	
Specialist skills, knowledge, and qualifications	<p>Knowledge of the local land managed by DOC and conservation or recreational activities available (DOC, concessionaires, and other operators)</p> <p>Understanding of recreation and tourism opportunities throughout NZ</p> <p>Competence in customer service, sales and retail</p> <p>Excellent interpersonal and communication skills</p> <p>Passion to involve others in conservation</p> <p>An interest in outdoor pursuits and conservation and an enthusiasm to</p>

Capabilities required	
	<p>pass on the knowledge.</p> <p>Knowledge of the National Visitor Booking System</p> <p>Knowledge of New Zealand's natural and cultural history and ability to clearly convey information to visitors</p> <p>A full New Zealand Driver Licence</p>
Collaboration, relationship building, communication and interpersonal skills	<p>Ability to interact productively with a wide range of people</p> <p>Recognises importance of seeking and considering other perspectives</p> <p>Able to work effectively with peers to solve problems</p> <p>Gains trust easily and supports peers</p> <p>Demonstrates and fosters collaboration across teams</p>
Organisation contribution	<p>Provides considered feedback and input to decision making</p> <p>Identifies and suggests opportunities to do things differently</p> <p>Proactively seeks to understand organisational or wider context of role</p>
Delivering results	<p>Plans and organises work to deliver on objectives</p> <p>High personal and professional standards and accuracy</p>
Treaty partnership	<p>Understands where the Māori Crown relationship is important to DOC</p> <p>Engages with iwi and tangata whenua to achieve work goals aligned with the Principles of the Treaty of Waitangi</p> <p>Able to use day-to-day tikanga at work, e.g. waiata and pepeha</p> <p>Knows to seek advice or support when required</p>

### Key Working Relationships

Internal	External
Operations managers and staff	<p>Whānau, hapū and iwi</p> <p>Local and regional agencies</p> <p>Volunteers</p> <p>Service providers and contractors</p> <p>Local landowners</p> <p>Local Partners (e.g. council, local businesses, and community agencies)</p>

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).