

Weekend Centre Assistant

Thorndon Park Nature Discovery Centre

We are looking for Weekend Centre Assistants to join us at our idyllic Nature Discovery Park at Thorndon Park, near Brentwood.

About Essex Wildlife Trust

We are the County's leading nature conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature and one of the largest Wildlife Trusts in the UK.

This is the most important decade in the history of nature conservation and an exciting time to be joining us. If we are to tackle the climate crisis and the ecological crisis, we need the best people to rally around environmental protection.

Our values are Impactful, Collaborative, United and Proactive.





Green
Flag
Award
2013/14

Thorndon
Countryside
Centre

TOILETS

The Role

Constructed just after the 1987 hurricane from the fallen onsite timber, our Nature Discovery Centre at Thorndon is our most popular Centre with over 130,000 visitors annually visiting the park and is also home to the well-attended Gruffalo trail. The site offers a variety of habitats including ancient woodland, parkland, ponds, a marsh and meadow with stunning ancient trees including Giant Oak and Hornbeam pollards, parts of the site used to be heathland, now a scarce habitat in Essex, and to restore it parts of the park, both north and south, are being grazed by goats and sheep.

The Nature Discovery Centre offers an opportunity to discover the wildlife within the park whilst enjoying refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service.





As a Centre Assistant, you will play a key role in enhancing visitor experiences by serving customers in both retail and food and beverage areas, operating tills, and preparing drinks using the barista machine. Responsibilities also include maintaining a clean and organised environment and restocking shelves. You will work closely with our dedicated volunteers, who are passionate about supporting the Trust's mission. All revenue generated from our visitor centres directly funds vital conservation work across our reserves in Essex.

Working as part of a visitor centre team, the post holder will need to be a team player who can engage in a welcoming and professional way with our visitors - ensuring excellent customer service is always at the forefront.

We are looking for a friendly individual with an interest in customer service to join Essex Wildlife Trust in this visitor engagement role.



Job Description

- Greet and engage visitors at all stages of their experience.
- Prepare and serve hot and cold food and beverage refreshments.
- Keep front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Collaborate with the team to meet centre targets and ensure smooth daily operations.
- Promote retail, food, and membership opportunities to boost revenue and donations.
- Maintain high standards of hygiene and follow all health, safety, and security policies.
- Address visitor inquiries and feedback professionally, escalating issues when needed.
- Follow procedures for stock control, deliveries, EPOS, and food & beverage services.
- Engage visitors to promote the centre and the work of Essex Wildlife Trust.
- Communicate effectively with staff and volunteers, attending team meetings as needed.
- To undertake any other duties which are commensurate with the role.

Additional Information

- The Nature Discovery Centres is open every day of the year, with the exception for Christmas Day and Boxing Day.
- Working eight hours per week on a weekend rota basis.
- Expectation to support other Nature Discovery Centres as required.



Person Specification

- Excellent communication and interpersonal skills.
- Excellent customer service skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) system confidently.
- Work as part of a team that includes working alongside volunteers.
- Proven ability to use own initiative.
- Knowledge of /or interest in wildlife and an interest in working for a charity which is determined to protect wildlife for the future and for the people of Essex.

For more information about our Thorndon Park Nature Discovery Centre, please visit essexwt.org.uk/nature-reserves/thorndon or an informal discussion about the role, please contact jonathant@essexwt.org.uk or jobs@essexwt.org.uk.



Terms

We are recruiting to two positions on one-year fixed term contracts. The working hours are eight hours per week over the weekend (Saturdays and Sundays within the visitor centre opening hours of 9:00am and 5:00pm). The starting salary is £4,759.04 per annum (FTE £22,308).

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days plus bank holidays (pro-rata for part-time staff). We provide company sick pay increasing with length of service, an employee assistance programme, a combined 8% contribution pension scheme, staff social days, colleague nomination scheme and discounts in our Nature Discovery Centres.

How to Apply

Please complete an application form via our website by 9:00am on Tuesday 01 October 2024. The interviews will be held on Wednesday 09 October 2024 at Thorndon Park.

Thank you for your interest in this position and I look forward to receiving your application.

Jonathan Tahir
Thorndon Park Site Manager

