

# Casual Centre Assistant

## Abberton Nature Discovery Centre

We are looking for a Centre Assistant to join us on a casual worker agreement at our Nature Discovery Park at Abberton Reservoir, near Colchester.

### 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](#).







## The Role

Abberton Reservoir, a partnership with Essex & Suffolk Water, is one of Europe's top wetland sites. It is of international importance as a safe haven for wild ducks, swans and other water birds, with up to 40,000 ducks, swans and geese visit each year. The top seven species are Wigeon, Teal, Mallard, Pochard, Tufted Duck, Coot and Black-headed Gull and they cannot fail to impress. Added to this there can be hundreds of Shoveler, Gadwall, Goldeneye, Pintail and Great Crested Grebe.

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 Casual Centre Assistant, the role will include 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.



*Hot drinks*

- Tea / Herbal Tea £1.40
- Black Coffee £1.80
- White Coffee £1.80
- Cappuccino £2.00
- Caffe Latte £2.00
- Espresso £2.00
- Double Espresso £2.20
- Macchiato £2.00
- Mochaccino £2.00
- Chocolate £2.00
- Strong Black Tea £1.40



**FOOD ALLERGIES and INTOLERANCES**

Please speak to our staff about the ingredients in your meal, when making your order. Thank you.

*Bike + Essex = Cake*

*The Cake Party*

Abberton's Special!

Fresh Bacon Rolls

Meat is locally sourced and is prepared from pigs reared by Abberton Meats.

Meat is sourced from the right from the farm to see their...

Staff member holding a white mug on a saucer, smiling at the camera. She is wearing a dark blue polo shirt with a logo and a name tag.

Staff member in a dark blue polo shirt with 'THE WILDLIFE TRUSTS ESSEX' logo, smiling and serving a cupcake to another staff member.

Staff member in a dark blue polo shirt with 'THE WILDLIFE TRUSTS ESSEX' logo, holding a large clear plastic bowl and smiling.

Display of various cakes and pastries on a wooden counter. Items include:

- Cream Tea - £1.50
- Fruit scones - £1.50
- Rice Crispy cake - £1.50
- Sticky Chocolate & Orange - £2.50
- Lambic Apple
- Small Patchwork...



## 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

- Casual worker agreement (there are no set hours and available hours can be accepted or declined).
- The Nature Discovery Centre is open every day of the year, with the exception for Christmas Day and Boxing Day.
- Casual hours available will usually be being the hours of 9am and 5pm, Monday to Sunday, all-year round. The majority of available hours are likely to be during School Holidays and weekend opening hours.
- Casual hours can include hours at other Nature Discovery Centres.





## 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 Abberton Nature Discovery Centre, please visit <https://www.essexwt.org.uk/nature-reserves/abberton> or an informal discussion about the role, please contact [jow@essexwt.org.uk](mailto:jow@essexwt.org.uk) or [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk).





## Terms

We are recruiting a casual under a casual worker agreement. There are no set hours under a casual contract and any available hours are made available to casual to accept or decline.

Casual hours are available between 9am and 5pm, Monday to Sunday, all-year round. The majority of available hours are likely to be during School Holidays and weekend opening hours.

The role comes with an hourly rate of £11.44.

## How to Apply

Please complete an application form via our website by 9:00am on Tuesday 15 October 2024.

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

Jo Wray  
**Site Manager**



