



Centre Assistant

Abberton Reservoir Nature Discovery Centre

We are looking for a Centre Assistant to join us at our idyllic Nature Discovery Park at Abberton Reservoir, Layer-de-la-Haye, Colchester, Essex.

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.



Love Essex · Love Wildlife

ALL
POND
POND

In front of you is 2 ponds, breeding
birds, fish
If you have a tank you may have
lots of different birds!

Keep an eye out for:
• Smooth rocks
• Dandelions
• Frogs

• Dandelions
• Grass blades

The Role

The huge expanse of Abberton Reservoir 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, whether resident, passing through on migration or over-wintering. It lies close to east-coast migration routes and, with its surrounding envelope of pasture and tree plantations, is a welcome sight to tired birds. Up to 40,000 ducks, swans and geese visit each year.

Our Nature Discovery Centre offers visitors a warm welcome and the opportunity to find out about the wildlife at Abberton Reservoir whilst enjoying hot and cold refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service to our visitors.

As a Centre Assistant, the post holder will work within retail and food and beverage and serving customers within in this visitor engagement role.



Credit: Elliott Neep



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 both in retail and food and beverage - ensuring excellent customer service is always at the forefront. The successful applicant will be using the till, preparing and serving hot and cold refreshments, clearing tables, restocking retail stock and engaging to customers.

We are looking for a friendly individual with an interest in customer service to join Essex Wildlife Trust in this visitor engagement role. Our profits from the Nature Discovery Centre's are used to fund the conservation, educational and other work key of the Trust.

Benefits include free life assurance, branded uniform, parking and enhanced annual leave and sick pay provisions increasing with length of service.



Job Description

Service Delivery

- Meet and greet at all stages of the visitor interaction
- To work within a team delivering centre targets for all areas of the centre
- Ensure all front of house areas are well presented, tidy and promote a quality centre experience for visitors
- To promote retail and food and beverage offers to maximise the customer experience
- Ensure the day-to-day management of front of house is efficient and offers a smooth running for visitors
- To undertake administration tasks to support the smooth running of the centre
- To ensure the centre maximises opportunities to recruit new EWT members and increase levels of donations through promotion of round-up, donations and membership
- Ensure the highest standards of hygiene for the front of house and food and beverage are achieved at all times, following daily cleaning schedules.

People

- Work as a key team player
- Have the ability to deal with visitor enquiries in an efficient and professional manner
- Ensure the safety of staff, volunteers and visitors by complying with all legal and EWT policies and procedures relating to hygiene, health and safety, fire and security.

Problem Solving/Innovation

- Respond, and efficiently resolve problems as they arise.

- Encourage, listen and respond to all visitor feedback.
- Listen and respond to all visitor and team feedback in a positive way
- Report any issues, problems, complaints, and feedback to the duty manager.

Planning/Organising

- Adhere to Health and Safety, COSHH procedures and safe systems of working
- Receiving Centre deliveries and Goods Out
- Record wastage accurately and in a timely manner
- Correctly follow all food and beverage process and procedures
- Correctly follow all EPOS process and procedures
- Assist with regular centre stock takes and comply with all stock control recommendations.

Communication

- Interact with our visitors at every opportunity promoting the centre
- Attend team and staff meetings as required
- Communicate across the team of staff and volunteers
- Promote the work of Essex Wildlife Trust whilst working in the Nature Discovery Centre.

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day.
- Working 25 hours per week on a rota basis between Sunday and Saturday, including weekends and bank holidays.
- Expectation to support other Nature Discovery Centres as required.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex.



Person Specification

- Excellent communication and interpersonal skills.
- Experience of providing excellent customer care in a retail, hospitality, visitor attraction or other customer facing environment.
- Able to adhere to all health and safety legislation.
- Able to handle cash management and EPOS systems with confidence and accuracy.
- Experience working as part of a team.
- Excellent communication and interpersonal skills, both written and verbal.
- Proven ability to use own initiative whilst working within a busy customer facing environment.
- 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 Reservoir Nature Discovery Park, please visit essexwt.org.uk/nature-reserves/abberton or an informal discussion about the role, please contact jobs@essexwt.org.uk



Terms

The position is a six-month fixed term role working 25 hours per week between Monday and Sunday on a rota basis to include weekend and bank holiday working. The starting salary is £14,872 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 Monday 14 October 2024. The interviews will be held on Wednesday 23 October 2024.

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

Jo Wray
Abberton Reservoir Site Manager

