



# Assistant Centre Manager

## Naze Nature Discovery Centre

We have an exciting opportunity for an enthusiastic and passionate Assistant Centre Manager to join us at our Nature Discovery Centre at The Naze.

### 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

The Naze is a unique coastal landscape of outstanding geological and biological importance. As the most easterly peninsula in Essex it is an important site for migrating birds and boasts a number of different habitats, both terrestrial and marine.

The Naze is a special and important place for many reasons and is a place where wildlife thrives, from insects living in the soft cliffs to the familiar barn owl hunting over the grasslands. The Naze is the gateway into Hamford Water National Nature Reserve, an area of international importance due to the number of wildfowl and waders that it supports and is itself a sanctuary for migrating and nesting birds, from Dark Bellied Brent Geese to Sedge Warbler and Whitethroat.

The Centre offers an education space, a gift shop and refreshments, run by a friendly team and wonderful and passionate volunteers.

Essex Wildlife Trust has nine other Nature Discovery Centre's across Essex, each with their own Site Manager underpinned by an area Cluster Manager, which the post holder will work alongside to share ideas and collaborative to ensure our sites continue to be an engaging place to visit.



Credit: Barn Owl by Andrew Armstrong





As the Assistant Centre Manager, the post holder will work closely with the Centre Manager to deliver the day-to-day operations (retail, food and beverage, compliance and events), supervising staff and volunteers and interacting with guests to ensure an engaging visitor experience.

We are ideally looking for someone with a food and beverage background who will take the lead on running the café. It is essential that the post holder has front-facing retail and/or hospitality experience, self-motivated, has a 'can-do' attitude and willingness to support team members both front and back of house. In this role, the successful candidate will thrive on providing a welcoming visitor experience in a customer-facing environment with strong people skills, a welcoming predisposition and good attention to detail. A full job description can be found in the 'role information pack'.

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

Credit: Common Lizard by Jon Hawkins



# Job Description

## **Service Delivery**

- To deputise for Site Manager in the day-to-day management of the Nature Discovery Centre
- To delegate, support and work with Centre staff and volunteers to ensure excellent delivery of tasks and customer service
- To ensure all areas of the Nature Discovery Centre are clean and well presented
- To be a role model and lead by example that reflects the Trust's Values (Impactful, Collaborative, United and Proactive)
- To support with organising and delivery of profitable events over the year
- To ensure cleaning schedules are adhered to in all areas
- To assist the Site Manager with recruitment, selection and Induction of staff and volunteers
- To ensure the safety of staff, volunteers and visitors by complying with all legal and Essex Wildlife Trust policies and procedures relating to hygiene, health, safety, fire and security
- To promote the work of Essex Wildlife Trust.

## **Supporting the Site Manager**

- To deputise for the Site Manager in their absence
- To assist with staff rotas and volunteer volunteering times
- To assist with onboarding and training of staff and volunteers
- To be a key holder
- To maximise donation opportunities and recruitment of Essex Wildlife Trust members
- To support the financial activities (daily cashing up and collection of monies etc)

## **Visitor Engagement**

- To provide a warm, friendly and professional service
- To ensure exceptional standards of customer service and care is delivered
- To engage with customer enquiries or complaints in an efficient and professional manner

## **Retail**

- To support the retail function
- To support the Site Manager in the ordering of retail supplies
- To ensure sufficient stock is available and promotion through engaging retail displays

## **Food and Beverage**

- To support the catering function
- To support the Site Manager in the ordering of food and beverage supplies

## **Additional Information**

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day.
- The post holder will be working weekdays, weekends and Bank Holidays (to include regular weekend working).
- 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.
- There may be occasions where travel is required to attend meetings and events at our Essex Wildlife Trust sites, including supporting other Nature Discovery Centre (with mileage paid for additional travel).
- Expectation of covering other Nature Discovery Centres as required.
- Desirable to be able to drive and hold a current full UK driving licence with full use of your own vehicle.
- The post holder has a responsibility to safeguard and promote the wellbeing of children and young people.

# Person Specification

- GCSE grade A-C/9-4 in Maths and English (or equivalent)
- Experience in either a retail, hospitality or a visitor centre role
- Excellent communication and interpersonal skills
- Able to be adaptable
- Good administrative and IT skills (Microsoft Office Suite)
- Strong organisational and delegation skills
- A team player with a 'can-do' attitude
- Self-motivated with a focus on providing an excellent customer experience
- Able to communicate and collaborative effectively to a wide range of stakeholders
- Uphold the Trusts' values of Impactful, Collaborative, United and Proactive
- Prior experience of organising and delivering profitable events (desirable)
- Prior experience of supervising staff (desirable)
- Prior experience of working with volunteers (desirable)
- Previous experience within a similar role (desirable)

## Disclosure and Barring Service

Essex Wildlife Trust is committed to equal opportunities and maintaining a safe and secure environment for all children and young people. The role of a Site Manager will involve working in regulated activity with children and young people, being the responsible person during site events and Duke of Edinburgh sessions. Therefore, the successful applicant for this position will be subject to vetting checks including an Enhanced Disclosure and Barring Service check with a barred list check. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.





## Terms

This role is a one-year fixed term position until 31st December 2025, working 30 hours per week between Monday and Sunday on a rota basis that includes weekend and Bank Holiday working and some evenings for events and activities. The starting salary is £19,232.80 (FTE £24,041) per annum.

Annual leave entitlement starts at 26 days per annum (pro rata) increasing annually to 29 days plus Bank Holidays. 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.

For more information about our Naze Nature Discovery Centre, please visit [www.essexwt.org.uk/nature-reserves/naze](http://www.essexwt.org.uk/nature-reserves/naze)  
For an informal discussion about the role, please contact [christineb@essexwt.org.uk](mailto:christineb@essexwt.org.uk) or [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk)

## How to Apply

To apply, please complete the application form on our website by 9:00am on Monday 06 January 2025. Interviews will be held the week commencing 13 January 2025.

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

**Christine Berton**, Nature Discovery Centre Cluster Manager – North Essex