



Essex
Wildlife Trust

Site Manager

Hanningfield Reservoir Nature
Discovery Park

We are looking for a Site Manager at our Nature Discovery Centre at Hanningfield Reservoir.

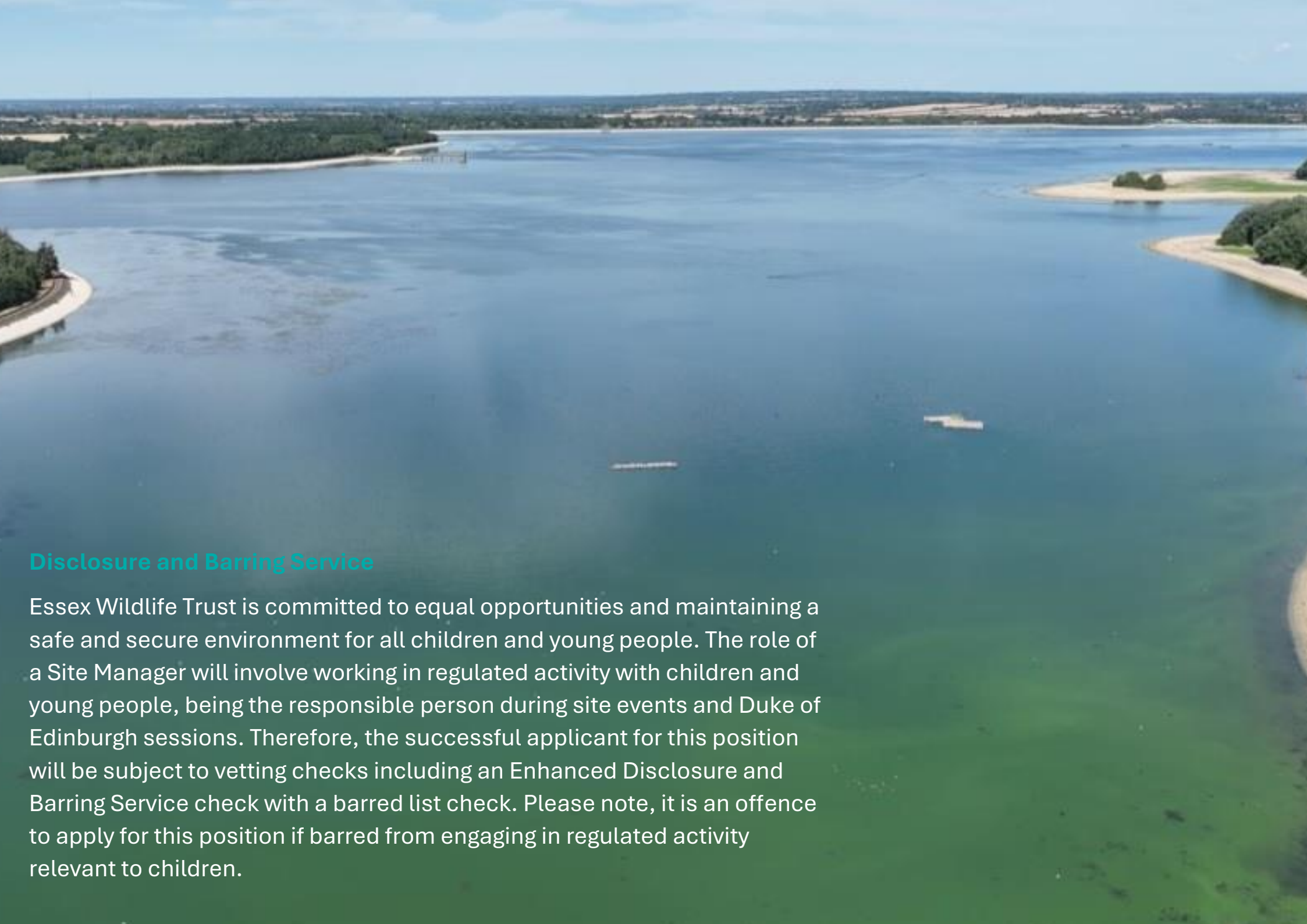
About Essex Wildlife Trust

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.





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.

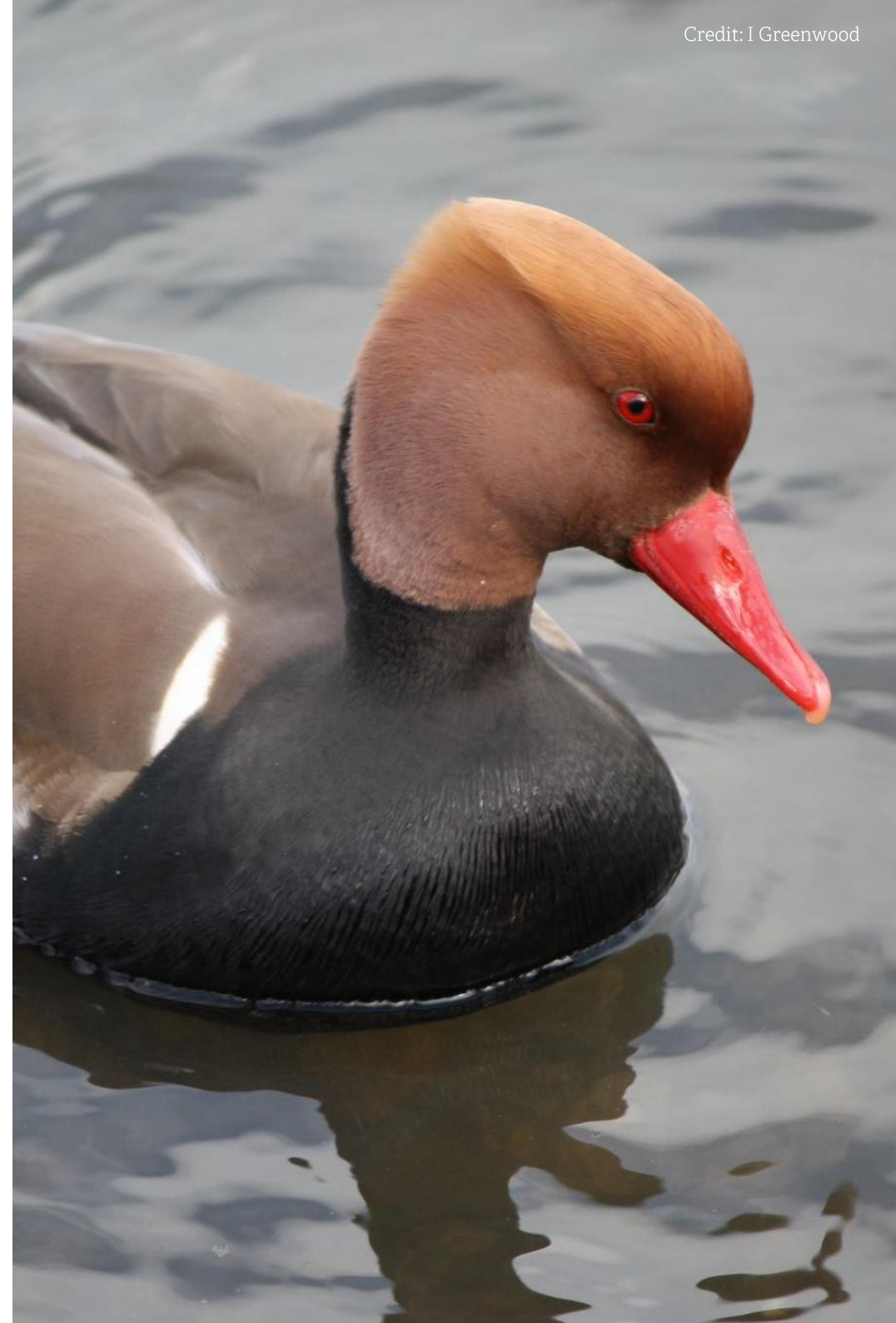
The Role

Opened in 2000 and situated on the 11th largest reservoir in England, our Nature Discovery Centre at Hanningfield Reservoir is located between Chelmsford, Billericay and Wickford.

The site offers beautiful walks through the woodland, taking in bird hides, ponds and views across the reservoir.

The reservoir itself is a Site of Special Scientific Interest (SSSI) due to the important numbers of wildfowl that use the reservoir in the autumn and winter, including Gadwall, Tufted Duck and Pochard. The mature woodland has proved a popular bat roost.

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.







Welcome to Hanningfield Reservoir Nature Discovery Park

Welcome to **Hanningfield Reservoir Nature Discovery Park**. Our trails take you through ancient woodland, with wildlife hides offering astounding views over the 352 hectare reservoir.

There are three circular trails around the reserve. **Well Wood** takes you to RAWL hide, across the pond boardwalk where dragonflies zoom by, past historic oak trees and through an ancient hornbeam coppice. In spring, bluebells carpet the woodland floor, while woodpeckers nest in the tree trunks. **Hawks Wood** is lined by towering foxgloves and delicate wood melick. Look for colonies of wood ants scuttling across their impressive nests, and large bracket fungi growing on birch. For family fun follow the much-loved **The Wind in the Willows Trail**.

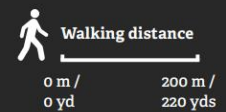
For recommendations, rest, refreshment, and retail therapy visit us at the Nature Discovery Centre.

Help us keep **Hanningfield** special by becoming a member of **Essex Wildlife Trust** today.



Key

Information	Accessible wildlife hide	The Wind in the Willows Trail • 1.2km / 0.75 mi • 25 mins • Gentle
Food and Drink	Kissing gate	Well Wood Trail • 3.6km / 2.25 mi • 1 hour • Moderate
Shop	Picnic area	Hawks Wood Trail • 2.4km / 1.5 mi • 45 mins • Challenging
Toilets	Play area	Footpath
Parking	Fishing	Unpaved footpath
Accessible parking		
Wildlife hide		



For help with planning your route, please talk to one of our friendly team.

Love **Essex** • Love **Wildlife**

Working in partnership
ESSEX & SUFFOLK
WATER *living water*

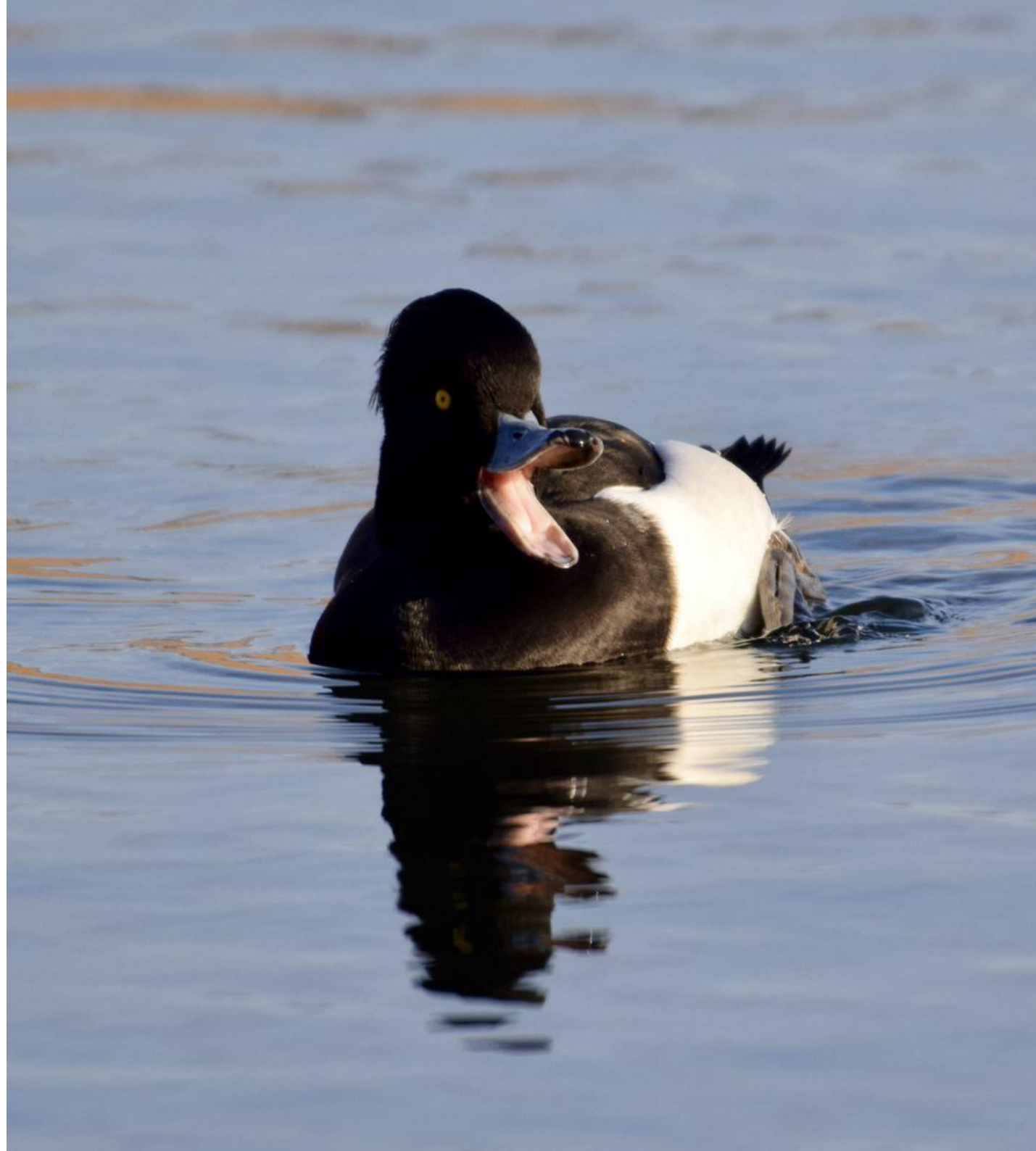


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The Site Manager will be responsible for delivering the day-to-day operations covering administrative, retail and food and beverage, overseeing maintenance, inventory, budgets, people management, event planning and ensuring commercial targets are met.

This role is well suited to applicants with prior experience of working in a commercial, visitor attraction environment with F&B, hospitality and retail. We are looking for a site manager who can lead from the front and motivate the team to engage proactively with the audience, manage people, understand health and safety, including food preparation and storing compliance together with event planning. A passion for, or interest in wildlife would be advantageous.

Hanningfield Reservoir Nature Discovery Park is set in mature woodland and has proved a popular bat roost, with a beautiful carpet of Bluebells in the spring and panoramic views over the 870-acre reservoir. For more information, please visit our website essexwt.org.uk/nature-reserves/Hanningfield.



Job Description

- Act as a role model for the Essex Wildlife Trusts values - Impactful, Collaborative, United and Proactive
- Provide a visible presence on the shop floor during trading hours
- Always promote excellent customer service. Friendly and engaging, creating a genuine and authentic interaction that provides opportunities for re-engagement
- Responsible for delivering income targets and managing expenditure budgets
- Maximise opportunities to recruit new members to the Essex Wildlife Trust
- Offer a well promoted, inclusive and inspiring programme of events throughout the year
- Act as the main point of contact for media at the Nature Discovery Centre and maintain site based social media
- Ensure a high-quality food and beverage offer
- Ensure a well merchandised and inspiring retail offer
- Manage stock levels, stock accuracy, and make key decisions about stock control
- People Management including recruitment of staff and volunteers
- Ensure staff and volunteer numbers / rotas reflect trade levels, with sufficient cover for weekends, bank holidays, school holidays and other peak periods
- Improve individual and team performance through observing, coaching, and training (to include 1:1's, annual reviews and regular team meetings)
- Ensure all health and safety checks and documentation (including food hygiene) is completed accurately, and recommendations acted upon
- Maintain a clean, tidy, and safe environment for our visitors, staff and volunteers
- To ensure required maintenance of the Nature Discovery Centre is undertaken. To include inspections, repairs, and improvement works

- Complete all required administration to support the smooth running of the Nature Discovery Centre
- Foster a positive culture of cross divisional working to support both the Nature Discovery Centres and Essex Wildlife Trusts aims and objectives
- Proactively engage with external partners, creating collaborative working relationships

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day
- Working five days out of seven, to include regular weekend working. The post holder will be working weekdays, weekends and Bank Holidays
- 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 role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex
- The post holder has a responsibility to safeguard and promote the wellbeing of children and young people.

Person Specification

- Experience of managing staff and/or volunteers
- Experience leading and managing a team
- Proven ability of supervising and/or working alongside volunteers
- Experience in two of the following areas:
 - i. Managing a catering/café/hospitality offer
 - ii. Managing a retail outlet
 - iii. Managing a successful and profitable venue
- Excellent communication and interpersonal skills including use of social media
- Proven ability to problem solve, use your own initiative and to be able to work effectively in a reactive and sometimes demanding environment
- Experience of providing excellent customer care
- A high level of administration skills
- 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 an informal discussion about the role, please contact christineb@essexwt.org.uk or jobs@essexwt.org.uk



Terms

This is a one-year fixed term position working full-time, five out of seven days between Monday and Sunday all year-round including weekends and bank holidays. The rota working arrangements provides every other weekend off. The starting salary is £31,223.99 per annum.

Annual leave entitlement starts at 26 days per annum 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.

How to Apply

To apply, please complete an online application on our website by 9:00am on Monday 6th January 2025 with interviews arranged for the week commencing, Monday 13th January 2025.

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

Christine Berton, Nature Discovery Cluster Manager – North Essex



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ESSEX
Public Space

