



Centre Assistant

Bedfords Park Nature Discovery Centre

We are looking for a Centre Assistant to join us at our idyllic Nature Discovery Park at Bedfords Park, near Havering-atte-Bower in Havering

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.

Bedfords Park Visitor Centre



- Exhibitions and Events
- Refreshments
- Childrens Activities
- Gift and Bookshop
- Nature Trails



The Role

Once a privately owned estate, the nature reserve at Bedfords Park, near Havering-atte-Bower, is one of Havering's largest parks covering 215 acres of historic parkland and valuable habitats including home to a herd of captive red deer, wildflower meadows, exotic trees, woodpeckers, butterflies, dragonflies and damselflies. The upper section of the park offers a more landscaped parkland, while the lower section is managed for wildlife.

Built on the site of the former mansion offering superb views across the borough to London, our Nature Discovery Centre offers visitors a warm welcome and the opportunity to find out about the wildlife within Bedford's Park 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, post holder will work within retail and food and beverage and serving customers within in this visitor engagement role.





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 success 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

- Meet and greet at all stages of the visitor interaction.
- Work within retail (stocking shelves, stock rotation, merchandising, servicing on the till).
- Work within the café (preparing and servicing hot and cold refreshments).
- Ensure all front of house areas are well presented.
- To ensure the centre maximises opportunities to promote and recruit Essex Wildlife Trust members.
- Promotion of roundups/donations.
- Following daily cleaning schedules.
- 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 EPOS process and procedures.
- Assist with regular centre stock takes and comply with all stock control recommendations.

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day.
- 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.
- 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 more information about our Bedfords Park Nature Discovery Centre, please visit essexwt.org.uk/nature-reserves/bedfords or an informal discussion about the role, please contact verityc@essexwt.org.uk or jobs@essexwt.org.uk



Terms

The position is a fixed term (until 31 December 2025) part time role working 16 hours per week mostly at the weekend on a rota basis to include weekend and bank holiday working. The starting salary is £9,518.08 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 06 January 2025. The interviews will be held on Wednesday 22 January 2025.

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

Verity Collins
Bedfords Park Site Manager



