



# Relief Centre Manager

We have an opportunity for an enthusiastic manager to join us in providing support and cover to our Centre Managers at our ten nature discovery centres across Essex.

## 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.

## About Essex Wildlife Trust

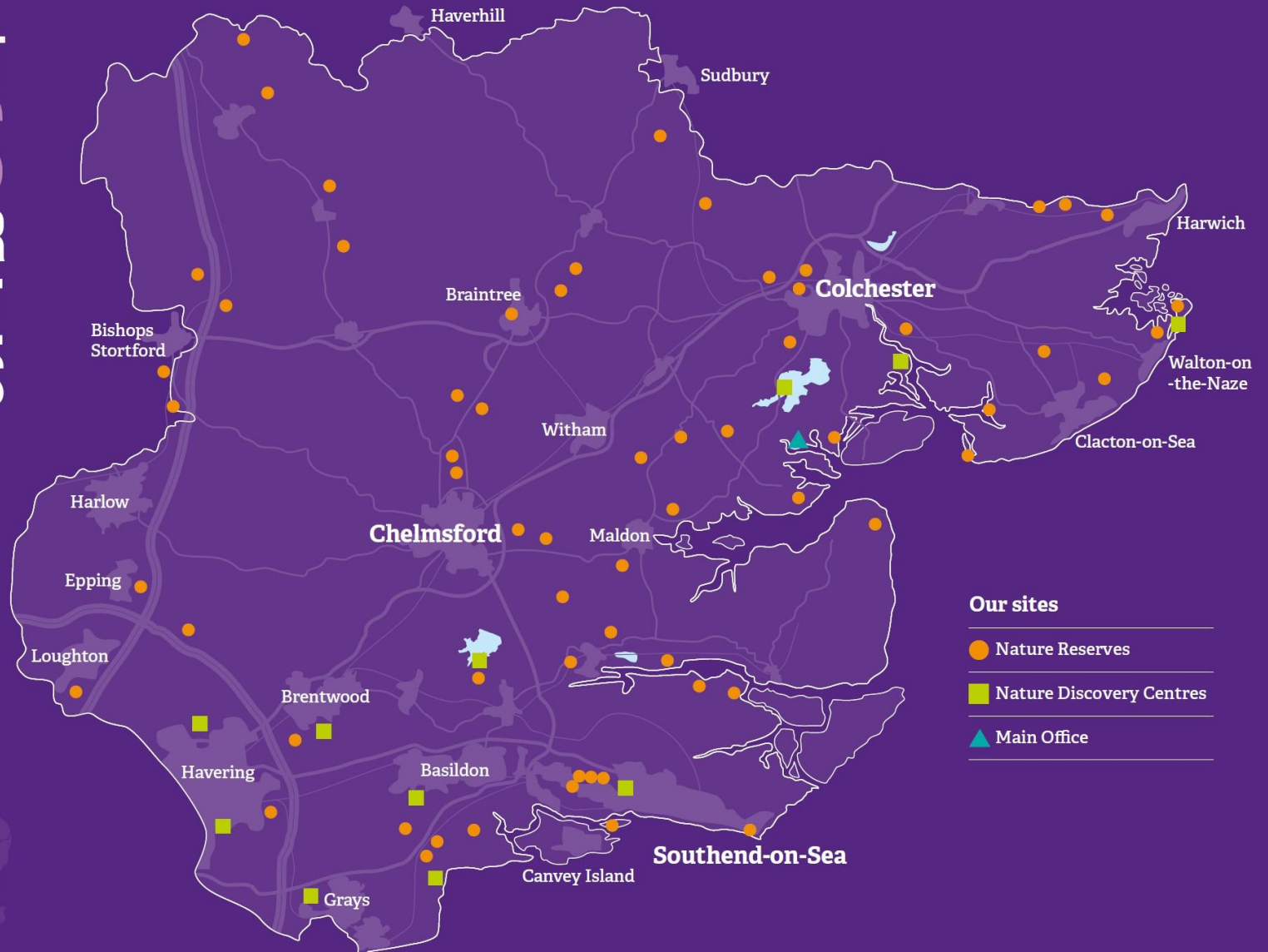
We are the County's leading nature conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature and one of the largest Wildlife Trusts in the UK.

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.

# Havens for nature

ESSEX WILDLIFE TRUST  
**PROTECTS**  
AND MANAGES OVER  
**100** NATURE  
RESERVES



## The Role

As the Relief Centre Manager, the post holder will be responsible for supporting our commercial operational teams at our nature discovery centres across Essex. We operate ten visitor centres that are gateways to the nature reserves whilst offering retail and food and beverage offerings. This role provides cover for Centre Managers in their absence, supervising and coordinating teams of staff and volunteers to deliver an outstanding visitor experience.

Our Nature Discovery Centres are:

- Abberton Reservoir | Colchester
- Bedfords Park | Romford
- Belfairs | Leigh-on-Sea
- Fingringhoe Wick | Colchester
- Hanningfield Reservoir | Chelmsford
- Ingrebourne | Hornchurch
- Langdon | Basildon
- Thameside | Stanford-Le-Hope
- The Naze | Walton-on-the-Naze
- Thorndon | Brentwood







Fingringhoe Wick | Colchester



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Belfairs | Leigh-on-Sea



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Ingrebourne | Hornchurch



Bedfords Park | Romford



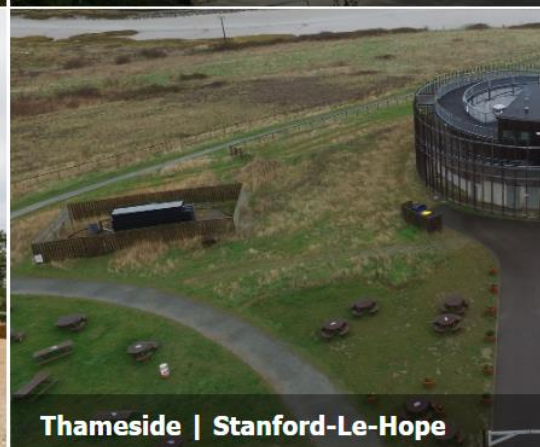
Abberton Reservoir | Colchester



Langdon | Basildon



Thameside | Stanford-Le-Hope



## Job Description

- To deputise in the absence of the Centre manager.
- Ensure visitors receive a high-quality and inspiring retail experience.
- Ensure visitors receive a high-quality food & beverage experience.
- Lead by example, ensuring high standards of customer care by managing, motivating staff and volunteers.
- Ensure the visitor centre is welcoming and clean; a pleasant and inspiring place to visit.
- Ensure all front of house areas are well presented.
- Ensure the day-to-day management of front of house is efficient and offers a smooth-running service for visitors.
- Ensure administration supports the smooth running of the centre.
- Ensure correct sales procedures are followed by volunteers.
- Ensure accurate centre data is recorded in a timely manner.
- To ensure the centre maximises opportunities to recruit new EWT members and increase levels of donations.
- Take responsibility for opening and closing of centres as required.
- Providing cover for centre teams, ensuring appropriate staffing levels for the fluctuating needs of the business.
- To ensure all financial activities related to the visitor centre are carried out to a high standard and to the required time scales.
- Ensure accurate completion of centre records.
- Ensure the highest standards of hygiene for the front of house at all times, administering daily cleaning schedules.
- To ensure correct sales procedures are followed by staff and volunteers.
- Maintain retail displays.

- Respond and efficiently resolve problems as they arise.
- Resolve any volunteer issues as they arise.
- Deal with customer enquiries or complaints in an efficient and professional manner.
- Promote the work of the Trust.
- 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 Centres are open every day, with the exception for Christmas Day and Boxing Day. The post holder will be required to provide relief cover during weekend and bank holiday opening hours.
- The post holder must be able to drive and hold a current full UK driving licence with full use of a 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 to work in a way that promotes the safety and wellbeing of children and young people.
- The successful applicant will be subject to pre-employment checks including criminal records checks.

## 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 more information about the role, please see the job description on our website [essexwt.org.uk/jobs](https://essexwt.org.uk/jobs). Our visitor centre's are not for profit making. All money raised goes directly back into managing conservation across Essex.

For an informal discussion about the role, please contact [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk).





## Terms

The position is a part time (22.5 hours per week) fixed-term contract until 31 December 2025. The salary is £17,215.32 per annum pro rata (£28,692.20 FTE). Our Nature Discovery Centre's operate between 9:00am to 5:00pm every day of the week (with the exception for Christmas Day and Boxing Day) and relief cover will be required mostly at weekends and bank holidays. Flexibility will be required on working days as cover may be requested at short notice.

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 for this opportunity, please apply via People First by **9:00am on Thursday 30 January 2025**. The interviews will be held on **Thursday 06 February 2025** at our **Fingringhoe Wick Nature Discovery Centre**.

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)**







SHOP WITH US.  
SUPPORT WILDLIFE.



A place of  
**wonder**

Our largest land-based  
Nature Discovery Park  
- over 200 hectares

A SITE OF NATIONAL  
IMPORTANCE FOR WILDLIFE  
- PARTICULARLY INSECTS

Forms part of Langdon Ridge SSSI  
- a Site of Special Scientific Interest

A landscape of flower-rich  
**meadows, scrub,  
woodlands and ponds**

130 HECTARES

DISCOVER YOUR

**LANGDON**

**GREAT  
CRESTED  
NEWT**



Common  
lizard



SCAN TO  
EXPLORE  
YOUR LOCAL  
HEROES

Local **heroes** to look out for...

**Kingfisher**

WHITE-LETTER HAIRSTREAK

bad bodied  
Langtonfly

**BEEBEE**

Join your local  
**Wildlife Trust**

We are the county's leading  
**conservation charity**

We protect wildlife and inspire  
a **lifelong love of nature**

SCAN TO GET INVOLVED.  
JOIN. DONATE. VOLUNTEER

We provide outdoor  
**learning**

We believe in  
wildlife for all

WE ARE STEWARDS  
OF THE NATURAL WORLD

NATURE IS ON THE BRINK  
**IT NEEDS YOUR HELP**

We are all dependent on nature  
for our food, water, air, and health



FEELING PECKISH?



*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
- Doble Espresso £2.20
- Macchiato £2.00
- Mochaccino £2.00
- Chocolate
- Strong Black



**FOOD ALLERGIES and INTOLERANCES**

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

*Bike Essex Cake*

Thank you!

tripadvisor

Abberton's Special

Fresh Bacon Rolls

Our bacon is locally sourced and is produced from pigs reared by pig-growers locally.

If you look to your right from the cafe, you can actually see their farm!

Essex Wildlife Trust



