



Assistant Centre Manager

Thameside Nature Discovery Park

We have an opportunity for an Assistant Manager to join our friendly and passionate team at our nature discovery park in Thameside, Thurrock.

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

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

The Site Manager at our Thameside visitor centre oversees the visitor centre operations supported by this post (the Assistant Centre Manager) and a team of Centre and Catering Assistants and our wonderful volunteers that support the Trust. The site also has a Ranger and Assistant Ranger who deliver the site conservation management plan.

The Nature Discovery Centre has a café with full length windows for viewing the estuary, gift shop, toilets with baby changing and a bird hide with wheelchair access that overlook the mudflats. Natural play and picnic area are available for families to enjoy. Dogs are welcome on leads and events are held throughout the year with free parking.





Thameside Nature Discovery Park is situated on the Thames Estuary and is fantastic for family days out, bird and ship watching, historical interest and getting away from the hustle and bustle.

The site which was once landfill and has been given back to nature is 120 acres at present and will eventually be 845 acres, it is a tremendous habitat for coastal and wetland wildlife, as well as very important grassland flora and fauna species.

Our discovery centre is located on top of the former Mucking Marshes Landfill in Thurrock, a reserve home to many species including barn owls, short eared owls, water voles, harvest mouse, skylark, cuckoo and shrill carder bee in addition to local cattle that graze the grassland during the year.

For more information on our Thameside Discovery Park, please visit our website essexwt.org.uk/nature-reserves/thurrock-thameside.

It is essential that the post holder has front-facing retail and/or hospitality experience, is self-motivated, has a 'can-do' attitude and willingness to support team members both front and back of house during busy periods. In this role, we are looking for someone who thrives on providing a welcoming visitor experience in a customer-facing environment with has strong people skills.



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 (Inspiring, Collaborative, United and Professional)
- 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 during busy periods
- 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 during busy periods
- To support the Site Manager in the ordering of food and beverage supplies

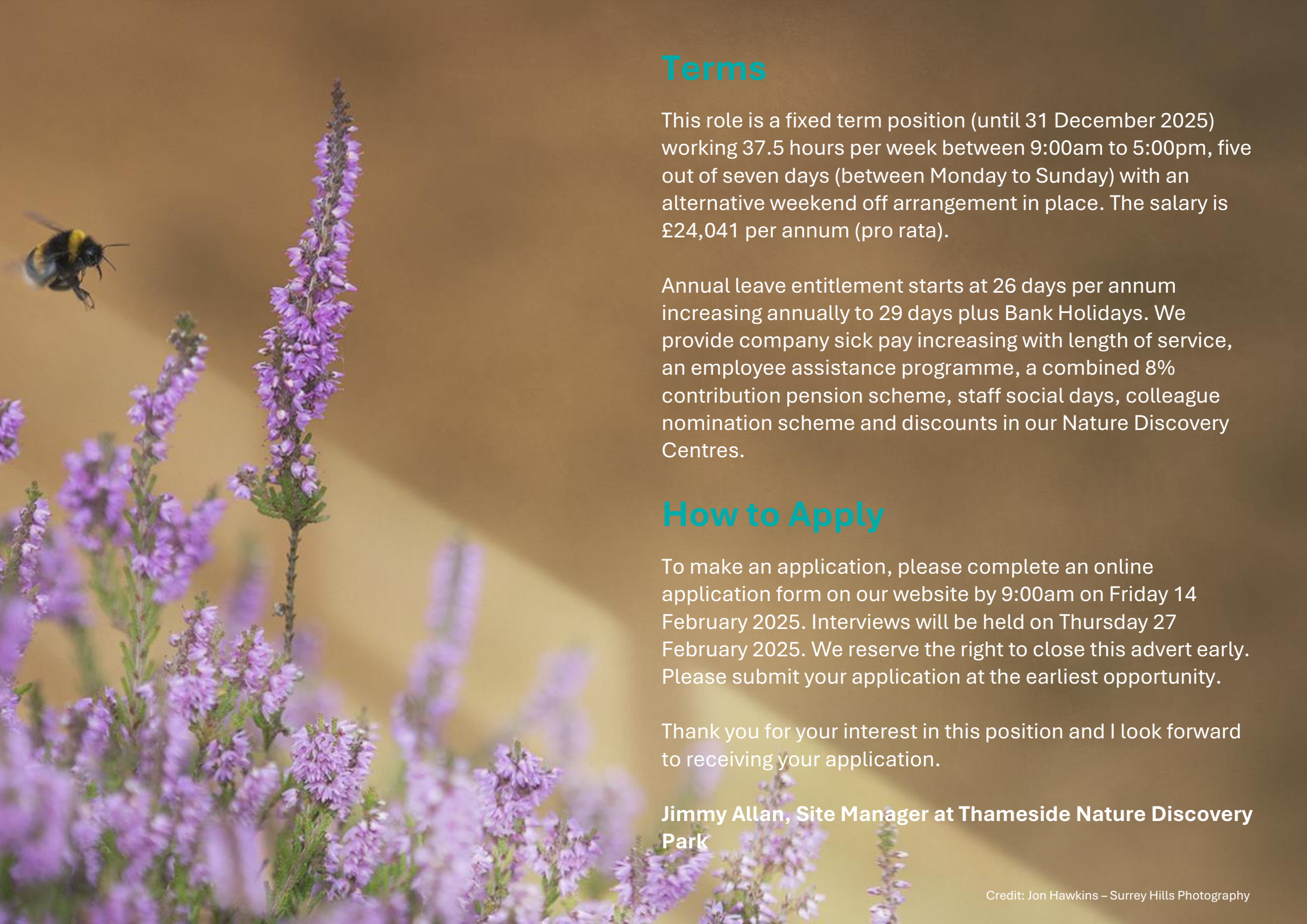


City Environmental Trust
Visitor Centre

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Person Specification

- 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 Inspiring, Collaborative, United and Professional
- 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)

A bumblebee is captured in flight on the left side of the image, hovering over a field of purple heather flowers. The background is a soft, out-of-focus landscape with rolling hills under a warm, golden light.

Terms

This role is a fixed term position (until 31 December 2025) working 37.5 hours per week between 9:00am to 5:00pm, five out of seven days (between Monday to Sunday) with an alternative weekend off arrangement in place. The salary is £24,041 per annum (pro rata).

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 make an application, please complete an online application form on our website by 9:00am on Friday 14 February 2025. Interviews will be held on Thursday 27 February 2025. We reserve the right to close this advert early. Please submit your application at the earliest opportunity.

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

Jimmy Allan, Site Manager at Thameside Nature Discovery Park

