



# Centre Assistant

## Thameside Nature Discovery Park

We have an opportunity for Centre Assistant to join the 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

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

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. Profits from our 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.







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](http://essexwt.org.uk/nature-reserves/thurrock-thameside).





the wildlife TRUSTS ESSEX Wildlife Trust

Essex Environmental Trust Visitor Centre

Essex Wildlife Trust

CHILDREN'S ACTIVITIES

## 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.
- Working on a rota basis between Monday and Sunday, including most weekends and bank holidays. Most shifts will be at the weekend within the centre operating hours of 9:00am and 5:00pm.
- 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.





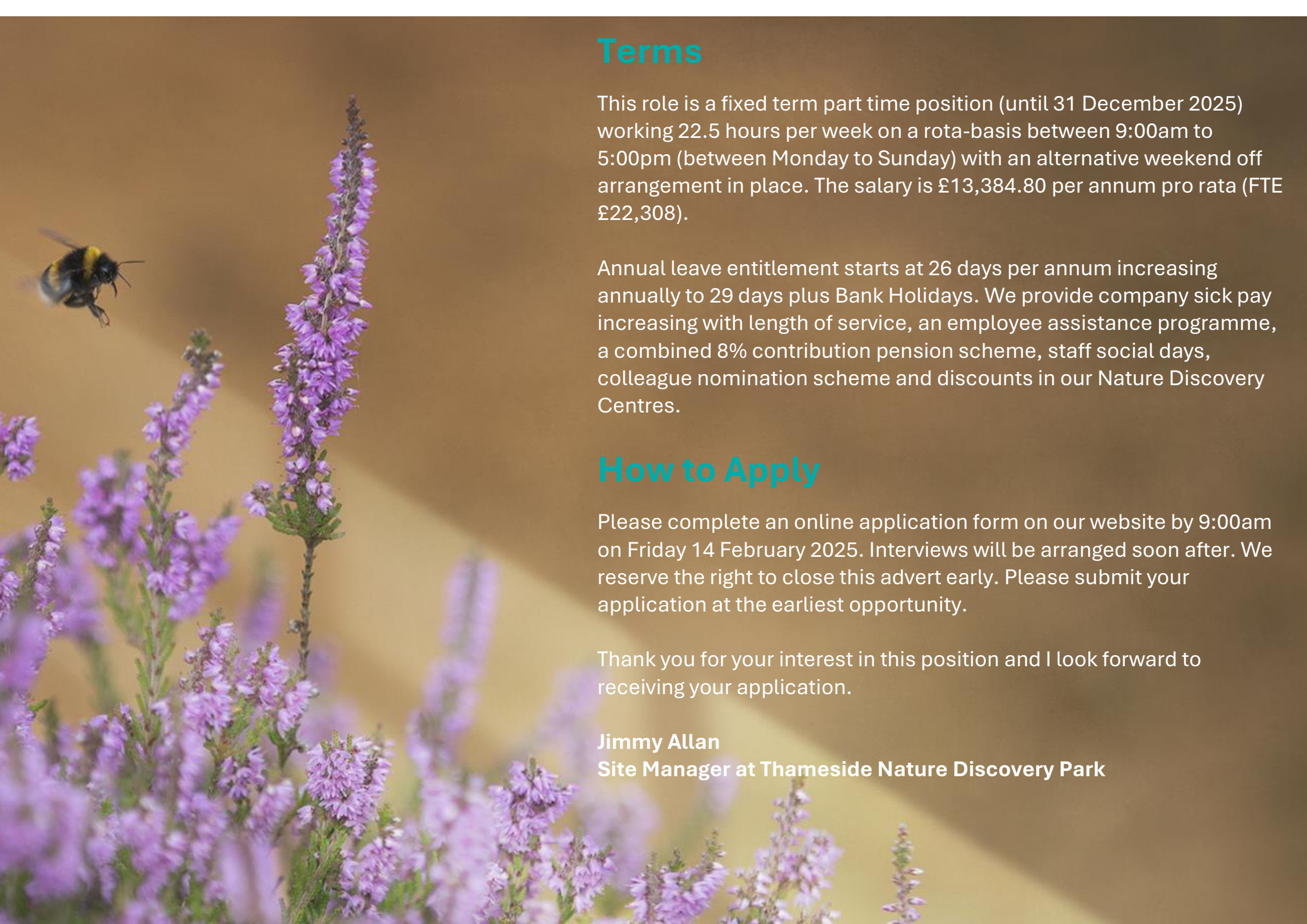
City Environmental Trust  
Visitor Centre

City Environmental Trusts  
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## 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.

A close-up photograph of a bumblebee in flight, positioned on the left side of the frame. The bee is black with yellow and white stripes. It is flying towards the right, above several tall, slender stems of purple heather flowers. The flowers are small and densely packed along the stems. The background is a soft, out-of-focus green and yellow, suggesting a natural outdoor setting. The overall lighting is bright and natural, highlighting the textures of the bee and the flowers.

## Terms

This role is a fixed term part time position (until 31 December 2025) working 22.5 hours per week on a rota-basis between 9:00am to 5:00pm (between Monday to Sunday) with an alternative weekend off arrangement in place. The salary is £13,384.80 per annum pro rata (FTE £22,308).

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

Please complete an online application form on our website by 9:00am on Friday 14 February 2025. Interviews will be arranged soon after. 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**



