



# Assistant Centre Manager

## Hanningfield Reservoir Nature Discovery Park

We are looking for an Assistant Centre Manager 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.



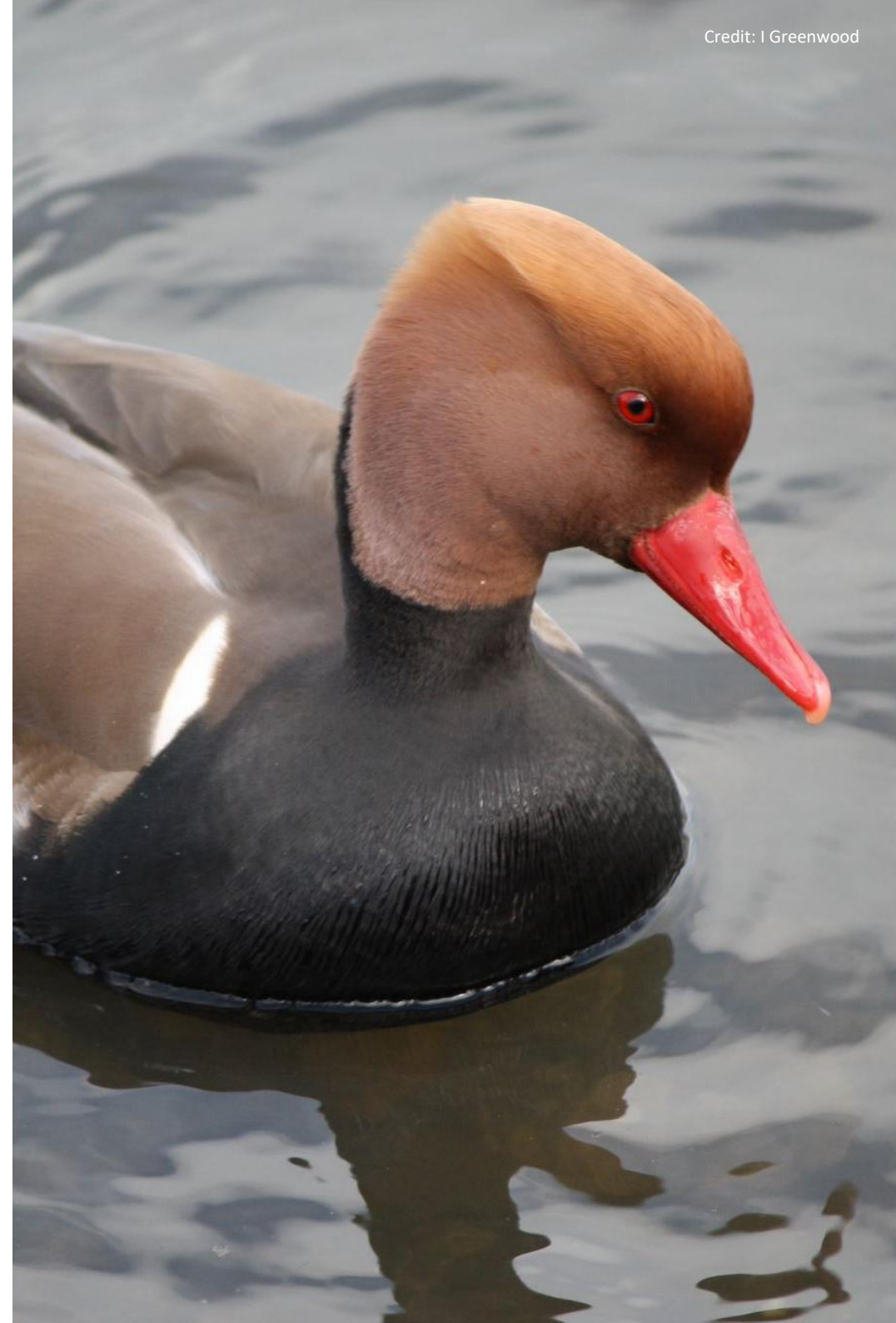
## The Role

Opened in 2012 and situated on the 11<sup>th</sup> 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.

Our welcoming and friendly team at Hanningfield Reservoir provide fantastic customer service to our visitors. As the Assistant Centre Manager, you will work closely with the Site Manager to deliver the day-to-day operations (compliance, administrative duties, retail, food and beverage), supervising staff and volunteers and interacting with guests to ensure an engaging visitor experience.







# 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**.

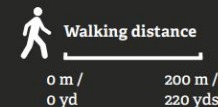
For recommendations, rest, refreshment, and retail therapy visit us at the Nature Discovery Centre.

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*



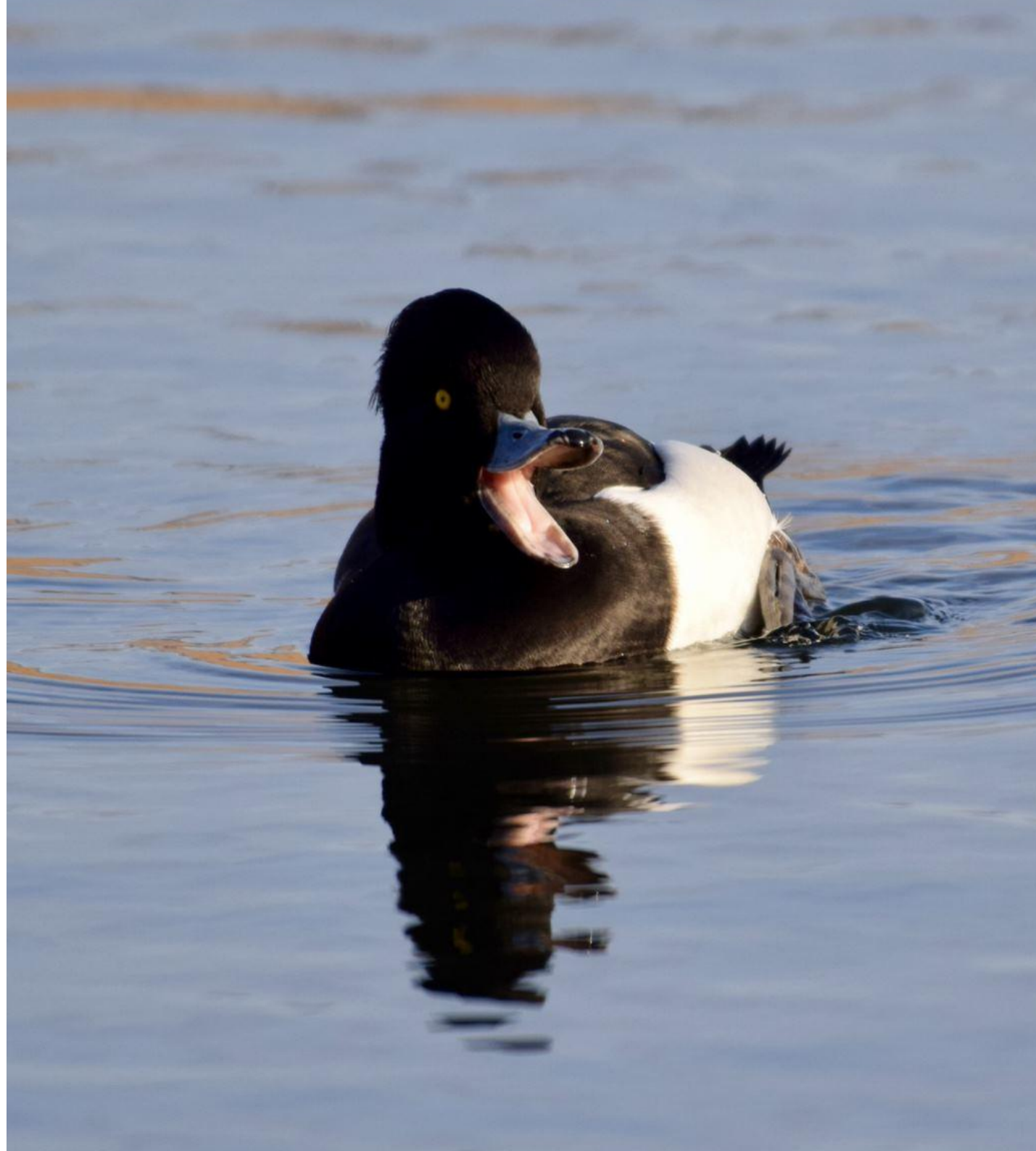
**Essex**  
Wildlife Trust

It is essential that the post holder has front-facing retail and/or hospitality experience, self-motivated, has a 'can-do' attitude and willingness to support team members both front and back of house.

In this role, we are looking for someone who thrives on providing a welcoming visitor experience in a customer-facing environment with strong people skills, a welcoming predisposition and good attention to detail.

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

## 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 (Impactful, Collaborative, United and Proactive)
- 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
- 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
- To support the Site Manager in the ordering of food and beverage supplies

### **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
- 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
- There may be occasions where travel is required to attend meetings and events at our Essex Wildlife Trust sites, including supporting other Nature Discovery Centre (with mileage paid for additional travel).



## Person Specification

- GCSE grade A-C/9-4 in Maths and English (or equivalent)
- 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 Impactful, Collaborative, United and Proactive
- 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)

For more information about our Hanningfield Nature Discovery Park, please visit [essexwt.org.uk/nature-reserves/hanningfield](https://essexwt.org.uk/nature-reserves/hanningfield)

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



## Terms

This is a one year fixed-term position until 30 April 2026 working 30 hours per week on a rota basis between Monday and Sunday (four out of seven days) from 9:00am to 5:00pm, including weekend and bank holiday working. The starting salary is £19,232.80 (£24,041 FTE). An uplift will apply from 01 April 2025.

Annual leave entitlement starts at 26 days pro-rata 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 application via our website by 9:00am on Monday 21 April 2025. The interviews will be held at Hanningfield Nature Discovery Centre on Thursday 01 May 2025.

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

**Christine Berton**, Cluster Manager of Hanningfield Nature Discovery Centre



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