



# Assistant Centre Manager

## Thorndon Country Park Nature Discovery Centre

We are looking for an Assistant Centre Manager at our Thorndon Nature Discovery Centre, located near Brentwood.

### 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.



Aha! Oh!

# Thomdon Countryside Centre

TOILETS

Ice Cream  
Lemon  
Lime

Two people sitting at a picnic table, one in a wheelchair.

## The Role

Constructed just after the 1987 hurricane from the fallen onsite timber, our Nature Discovery Centre at Thorndon is our most popular Centre with over 130,000 visitors annually visiting the park and is also home to the well-attended Gruffalo trail. The site offers a variety of habitats including ancient woodland, parkland, ponds, a marsh and meadow with stunning ancient trees including Giant Oak and Hornbeam pollards, parts of the site used to be heathland, now a scarce habitat in Essex, and to restore it parts of the park, both north and south, are being grazed by goats and sheep.

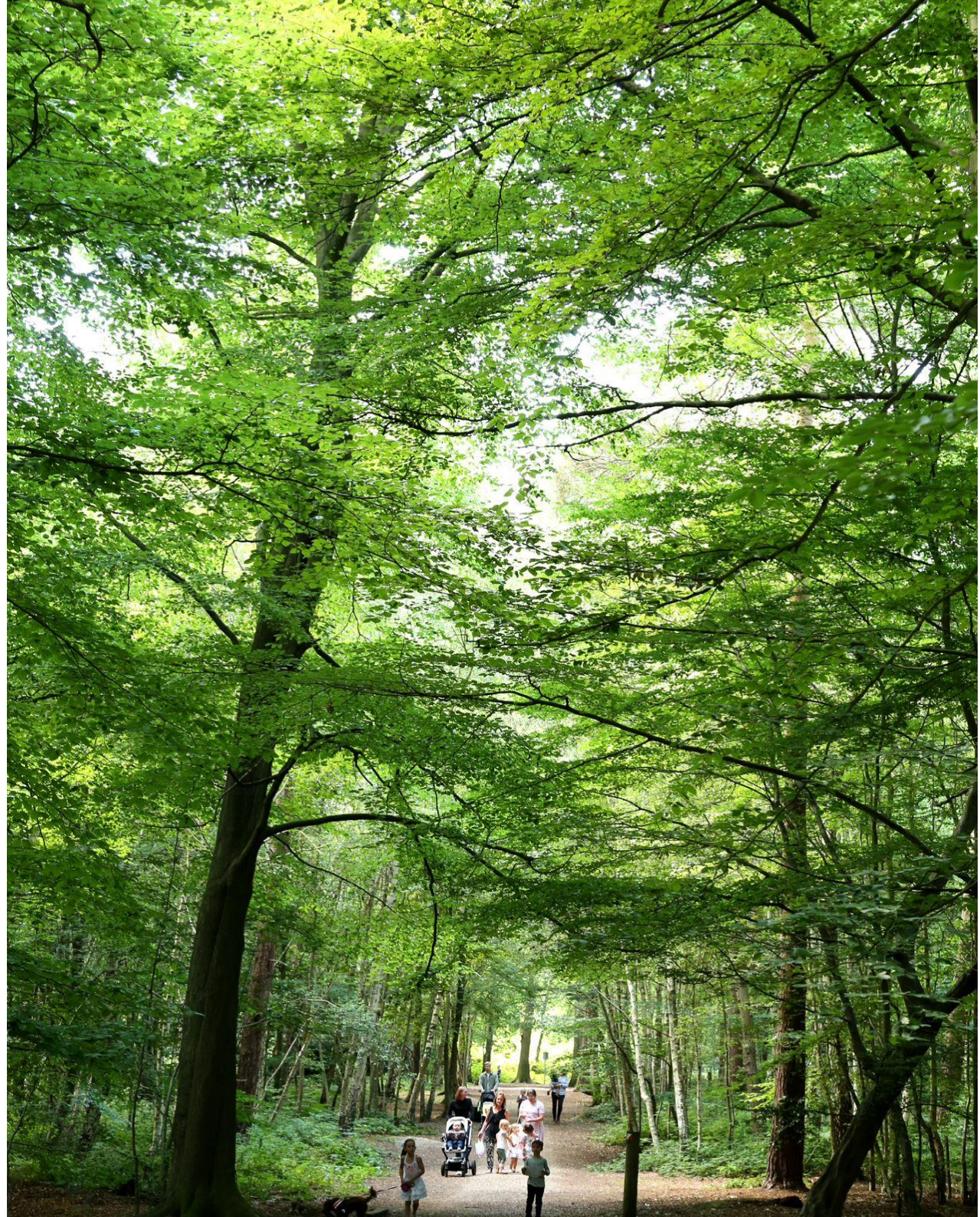
The Nature Discovery Centre offers an opportunity to discover the wildlife within the park whilst enjoying refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service. As the Assistant Centre Manager, the post holder will work closely with the Centre Manager to deliver the day-to-day operations (retail, food and beverage, compliance and events), supervising staff and volunteers and interacting with guests to ensure an engaging visitor experience.





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, the successful candidate will thrive on providing a welcoming visitor experience in a customer-facing environment with strong people skills, a welcoming predisposition and good attention to detail. A full job description can be found in the 'role information pack'.

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## Job Description

- 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 catering 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 retail function during busy periods
- 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
- Expectation of covering other Nature Discovery Centres as required
- Desirable to be able to drive and hold a current full UK driving licence with full use of your own 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 promote the wellbeing of children and young people.

For more information about our Thorndon Country Park Nature Discovery Centre, please visit [essexwt.org.uk/nature-reserves/thorndon](https://essexwt.org.uk/nature-reserves/thorndon) and for an informal discussion about the role, please contact [jont@essexwt.org.uk](mailto:jont@essexwt.org.uk) or [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk).

# Discover Thorndon CountryPark and Hartswood

**Key**

- Public Footpath - - - - -
- Horse and Cycle Ride - - - - -
- Cycle Ride - - - - -
- Surfaced Footpath - - - - -
- Private Property
- Grazing Area
- Wildside Walk approx 5 miles - - - - -
- Fence
- Easy Access Trail

- P** Pay and display parking
- Fishing by permit only
- Picnic area
- Cycle Hire
- Orienteering
- Barbecue area by permit
- Viewpoint
- Public House
- Wildside walk pack available
- Disabled toilets
- Toilets
- Refreshments
- Information
- Gift Shop



Thames Chase is the Community Forest which covers 40 square miles to the east of London, including the sites in this leaflet. The project is a partnership between the Countryside Agency, five local councils and voluntary organizations. The aim is to provide an attractive area with more trees, a range of wildlife habitats, farms and more places for you to visit.

**Water Safety**  
Please remember when close to lakes and ponds:

- the water is very deep and cold
- swimming is prohibited
- supervise children and dogs closely at all times
- stay off the ice in winter

Approximate Scale  
0 0.25 0.5 1 mile



## 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.



## Terms

This is a two-year fixed-term position working 30 hours per week, four out of seven days between Monday and Sunday all year-round including weekends and bank holidays. The rota working arrangements provides every other weekend off. The starting salary is £19,232.80 per annum (FTE £24,041.00).

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, please complete an online application on our website by 9:00am on Monday 17 June 2024. Interviews will be held on Friday 28 June 2024.

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

Jonathan Tahir, Centre Manager

