Centre Assistant (Casual)

Langdon Nature Discovery Centre

We are looking for a Centre Assistant to join us on a Casual Worker Agreement at our idyllic Nature Discovery Park at Langdon, near Basildon.

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.




Credit: Terry Whittaker

The Role

Langdon Nature Discovery Centre is set in a stunning nature reserve of 461 acres which comprises of woodland, meadows, lakes and former plotland gardens. Langdon nature reserve is the largest inland reserve managed by Essex Wildlife Trust. The nature reserve occupies some of the highest land in the county, has some commanding views and offers miles of excellent walks, where an abundance of wildlife can be enjoyed.

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 a Casual Centre Assistant, the role will include serving customers in both retail and food and beverage areas, operating tills, and preparing drinks using the barista machine. Responsibilities also include maintaining a clean and organised environment and restocking shelves. You will work closely with our dedicated volunteers, who are passionate about supporting the Trust's mission. All revenue generated from our visitor centres directly funds vital conservation work across our reserves in Essex.

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 - ensuring excellent customer service is always at the forefront.

We are looking for a friendly individual with an interest in customer service to join Essex Wildlife Trust in this visitor engagement role.

Credit: Badger photo: Andrew Parkinson



Credit: Colin Dove

Job Description

- Greet and engage visitors at all stages of their experience.
- Prepare and serve hot and cold food and beverage refreshments.
- Keep front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Collaborate with the team to meet centre targets and ensure smooth daily operations.
- Promote retail, food, and membership opportunities to boost revenue and donations.
- Maintain high standards of hygiene and follow all health, safety, and security policies.
- Address visitor inquiries and feedback professionally, escalating issues when needed.
- Follow procedures for stock control, deliveries, EPOS, and food & beverage services.
- Engage visitors to promote the centre and the work of Essex Wildlife Trust.
- Communicate effectively with staff and volunteers, attending team meetings as needed.
- To undertake any other duties which are commensurate with the role.

Additional Information

- Casual worker agreement (there are no set hours and available hours can be accepted or declined).
- The Nature Discovery Centre is open every day of the year, with the exception for Christmas Day and Boxing Day.
- Casual hours available will usually be being the hours of 9am and 5pm, Monday to Sunday, all-year round. The majority of available hours are likely to be during School Holidays and weekend opening hours.
- Casual hours can include hours at other Nature Discovery Centres.


SUPER
Balsa Wood
MINI
BUTTERFLY
KITE
EASY TO ASSEMBLE
NO GLUE REQUIRED
POCKET
MAGNIFIER
STICKY
SLUG
STICKY
SLUG

Person Specification

- Excellent communication and interpersonal skills.
- Excellent customer service skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) system confidently.
- Work as part of a team that includes working alongside volunteers.
- Proven ability to use own initiative.
- 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 our Langdon Park Nature Discovery Centre, please visit essexwt.org.uk/nature-reserves/langdon or an informal discussion about the role, please contact charlottew2@essexwt.org.uk or jobs@essexwt.org.uk.



Terms

We are recruiting under a Casual Worker Agreement. There are no set hours under a Casual Worker Agreement and any hours made available to a casual worker can be accepted or declined.

Casual hours available will usually be between the hours of 9am and 5pm, Monday to Sunday, all-year round. The majority of available hours are likely to be during School Holidays and weekend opening hours.

The role comes with an hourly rate of £13.08 per hour.

How to Apply

Please complete an application form via our website by 5:00pm on Sunday 06 December 2026 with interviews arranged for week commencing Monday 14 December 2026.

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.

Charlotte Wardley
Site Manager (Langdon)



Disability Confident Statement

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

Armed Forces Covenant

We are proud to be an employer that supports the Armed Forces Covenant and are committed to supporting those who serve or have served in the Armed Fores, and their families. As part of this commitment, Armed Forces veterans who meet the minimum criteria for an advertised role will be guaranteed an interview.

Third party recruiters and recruitment agencies should note that Essex Wildlife Trust does not accept unsolicited CVs and does not permit agencies to advertise or recruit on our behalf without prior written authorisation. Any agency that submits candidates or reproduces our vacancies without our written consent does so at its own risk and will not be entitled to any related recruitment fees. We reserve all legal rights in respect of unauthorised use of our recruitment materials, branding and vacancy information.