Essex Wildlife Trust

Job Description and Person Specification

Job title: Casual Centre Assistant

Location: Langdon Nature Discovery Park

Reports to: Site Manager

Job Purpose

Essex Wildlife Trust is the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. By 2030, we aim to protect and connect 30% of land and sea and inspire 1 in 4 people in Essex to take action for wildlife.

With a passion for working with people and delivering outstanding service, you'll greet and engage visitors, offering assistance and advice on the work of the Trust to enhance their experience. As a team player, your strong visitor engagement skills will help maximise sales, memberships and donations. You'll work across retail and food & beverage areas, maintaining high standards and ensuring excellent customer service in all daily tasks.

Key Tasks

- Greet and engage visitors at all stages of their experience.
- Prepare and serve hot and cold food and beverage refreshments.
- Ensure retail stock is presented effectively.
- Operate the till. promote retail, food and membership opportunities to boost revenue and donations.
- Keep front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Clear tables and floors, operate the barista machine and dishwasher.
- Collaborate with the team to meet centre targets and ensure smooth daily operations.
- 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.

Knowledge and Skills

- Excellent customer service skills.
- Good communication and interpersonal skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) systems 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.

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.

Name: _____ Date: _____

Signature: _____