Essex Wildlife Trust

Job Description and Person Specification

Job title: Centre Assistant

Location: Naze Nature Discovery Centre

Reports to: Site Manager

Job Purpose

As a Centre Assistant, you will be part of a passionate team, providing exceptional customer service in a vibrant environment, supporting profitable operation of the Nature Discovery Centre's retail, food & beverage, events and visitor engagement areas that fund Essex Wildlife Trust's vital work.

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 key 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, providing a consistently high level of customer service throughout.
- Be able to operate both retail and food and beverage till points, exploring opportunities for membership to boost revenue and donations.
- Maximise all sale opportunities through positive selling techniques, minimising wastage and asking for roundups when appropriate.
- Understand the full food and drink menu, making recommendations to assist guests with decision making
- Prepare and serve hot and cold food and beverage refreshments, with the ability to confidently use a bean to cup and/ or a barista machine, making drinks to the approved specification.
- Ensure Food and Beverage and retail stock is replenished and presented effectively to agreed merchandising standards.
- Keep back-of-house and front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Operate all relevant machinery, clear tables and floors and clean any other equipment as required.
- Remove rubbish and empty bins regularly.
- 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.
- 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.
- Listen and respond to all visitor and team feedback in a positive way
- Respond to customer enquiries and complaints in an efficient and professional manner. Where possible resolve these immediately, seeking appropriate support with more complex issues. Reporting any issues, problems, complaints, and feedback to the duty manager.
- Assist with regular stock takes as requested, complying with all stock control recommendations
- To undertake any other duties which are commensurate with the role.

Knowledge and Skills

- Excellent customer service skills.
- Good communication and interpersonal skills.
- Able to adhere to all health and safety legislation, COSHH 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.

Additional Information

- The Nature Discovery Centres is open every day of the year, with the exception for Christmas Day and Boxing Day.
- The role will entail weekend work and on the odd occasion some evenings.
- The role is based at a Nature Discovery Centre but travel may be required to other sites across the county and beyond, with mileage paid for additional travel.

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.

Signed: _____ Date: _____

Name: _____