

Centre Assistant

Naze Nature Discovery Centre

We are looking for a Centre Assistant at our Nature Discovery Centre in Walton-on-the -Naze.

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

The Naze is a unique coastal landscape of outstanding geological and biological importance. As the most easterly peninsula in Essex it is an important site for migrating birds and boasts a number of different habitats, both terrestrial and marine.

The Naze is a special and important place for many reasons and is a place where wildlife thrives, from insects living in the soft cliffs to the familiar barn owl hunting over the grasslands. The Naze is the gateway into Hamford Water National Nature Reserve, an area of international importance due to the number of wildfowl and waders that it supports and is itself a sanctuary for migrating and nesting birds, from Dark Bellied Brent Geese to Sedge Warbler and Whitethroat.

The Centre offers an education space, a gift shop and refreshments, run by a friendly team and wonderful and passionate volunteers.

As a Centre Assistant, post holder will work within retail and food and beverage and serving customers within in this visitor engagement role.



Credit: Barn Owl by Andrew Armstrong



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 both in retail and food and beverage - ensuring excellent customer service is always at the forefront. The success applicant will be using the till, preparing and serving hot and cold refreshments, clearing tables, restocking retail stock and engaging to customers.

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


Credit: Common Lizard by Jon Hawkins

Job Description

- Meet and greet at all stages of the visitor interaction.
- Work within retail (stocking shelves, stock rotation, merchandising, servicing on the till).
- Work within the café (preparing and servicing hot and cold refreshments).
- Ensure all front of house areas are well presented.
- To ensure the centre maximises opportunities to promote and recruit Essex Wildlife Trust members.
- Promotion of roundups/donations.
- Following daily cleaning schedules.
- Adhere to Health and Safety, COSHH procedures and safe systems of working.
- Receiving Centre deliveries and Goods Out.
- Record wastage accurately and in a timely manner.
- Correctly follow all EPOS process and procedures.
- Assist with regular centre stock takes and comply with all stock control recommendations.

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day.
- Working on a rota basis between Monday and Sunday. Shifts will be between the centre operating hours of 9:00am and 5:00pm.
- 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.

Person Specification

- Excellent communication and interpersonal skills.
- Experience of providing excellent customer care in a retail, hospitality, visitor attraction or other customer facing environment.
- Able to adhere to all health and safety legislation.
- Able to handle cash management and EPOS systems with confidence and accuracy.
- Experience working as part of a team.
- Excellent communication and interpersonal skills, both written and verbal.
- Proven ability to use own initiative whilst working within a busy customer facing environment.
- 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.
- 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.

For more information about our Naze Nature Discovery Centre, please visit https://www.essexwt.org.uk/nature-reserves/naze

For an informal discussion about the role, please contact helend@essexwt.org.uk or jobs@essexwt.org.uk



Terms

This role is a permanent role, working 20 hours per week between Monday and Sunday on a rota basis, that includes regular weekend and Bank Holiday working and some evenings for events and activities. The hourly rate for this role is £13.08 per hour.

Annual leave entitlement will be at 26 days per annum plus Bank Holidays pro-rata for the duration of the contract. We provide company sick pay, 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

Please complete an application form via our website by 9:00am on Thursday 03 December 2026. Interviews to be arranged for Wednesday 09 December 2026.

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

Helen Daw
Site Manager

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.

