26th October 2021

**We are the county’s leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. Our climate is in crisis and nature needs our help. Together we can protect the future. Join us!**

Hello and thank you for your interest in the post of Assistant Centre Manager, Belfairs, at Essex Wildlife Trust.

The role is permanent part time for 22.5 hours, working 3 days over 7 on a rota basis, which will include regular weekend working. The salary for this post is £11,481 rising to £11,781 after successful completion of probation. (£19,135 rising to £19,635, pro-rata). Subject to cost of living review. It is based at Belfairs Woodland Centre.

Belfairs Woodland Centre is a visitor, community, and education centre. It is an important gateway to the Belfairs & Daws Heath Living Landscape, in south Essex, where Essex Wildlife Trust and Southend-on-Sea Borough Council are working, together with many partners and local people, on conservation and education activities, to preserve this fantastic landscape for future generations. The dormouse, heath fritillary butterfly and song thrush are key species here, as is the unusual Wild Service tree. The centre introduces visitors to the 1160-acre Living Landscape, a third of which is woodland, the green space being of huge importance to local people of the Boroughs of Southend and Castle Point.

Our ideal candidate will be a positive person that enjoys providing a welcoming visitor experience, thrives in a busy customer facing environment and enjoys a challenge. We are looking for someone with strong people skills and experience of working in a busy and reactive setting.

I really hope this role interests you and you’d like to join our team and play an integral role in furthering the aims of Essex Wildlife Trust. To apply, please complete the application form giving clear examples why you feel you are suited to the role. Please send this to jobs@essexwt.org.uk by 29th November 2021 at 9am. Please title your application document with your full name.

Interviews will be held on the 6th of December at Belfairs Woodland Centre.

For further information or an informal chat about the role please email gregb@essexwt.org.uk

Thank you for your interest in this role. I look forward to receiving your application. We respond to all applicants so you will hear from us within a week of the closing date.

Yours faithfully

**Greg Borgartz**

**Site Manager Belfairs**

**Essex Wildlife Trust Job Description and Person Specification**

**JOB DESCRIPTION**

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**Job Title:** Assistant Centre Manager

**Location:** Belfairs Woodland Centre

**Reports to:** Site Manager

**Responsible for:** Casual/and or seasonal staff and volunteers

**Job Purpose:**

To support the Discovery Centre team in the efficient and profitable running of the centre, ensuring a high quality and engaging visitor experience, that will encourage increased and returning visitors to Belfairs Nature Discovery Centre all year round.

**Responsibility Areas and Key Activities**

**Service Delivery**

* Deputise in the absence of the Site Manager, especially during days off, holidays and sickness
* Ensure the day to day management of the centre is efficient and offers a smooth-running service for visitors
* Ensure all areas are well presented, clean and promotes a high-quality food and beverage and retail experience
* Lead by example, ensuring exceptional standards of customer service and care are delivered, by managing, motivating, and training all staff and volunteers
* Provide administrative support to ensure the smooth running of the centre
* Support the delivery of a varied and profitable events programme
* Ensure the highest standards of hygiene in front and back of house areas at all times, setting and administering cleaning schedules and audits
* Take on all responsibilities involved in being a key holder
* Ensure the centre maximises opportunities to recruit new EWT members and increase levels of donations

**People**

* Recruit staff and volunteers through effective supervision using EWT procedures
* Manage and motivate staff and volunteers through effective training and supervision
* Work as part of a close knit team
* Deal with customer enquiries or complaints in an efficient and professional manner
* Help resolve staff and volunteer issues and grievances
* Ensure the safety of staff, volunteers and visitors by complying with all legal and EWT policies and procedures relating to hygiene, health, safety, fire and security

**Planning/organising**

* Assist in development and implementation of a profitable annual events programme
* Work with the Site Manager to ensure staff and volunteer rotas are in place
* Ensure all financial activities related to the visitor centre are carried out to a high standard and to the required time scales
* Ensure accurate completion of centre records in accordance with EWT centre procedure

**Problem Solving/Innovation**

* Create and maintain innovative retail displays
* Encourage, listen, and respond to all visitor feedback
* Respond and efficiently resolve problems as they arise

**Communication**

* Work closely with the Site manager to meet sales targets and EWT aims and objectives
* Communicate with visitors daily
* Assist with production of editorial, adverts and press releases, maintaining social media sites to fully promote the centre and events
* Promotion of good communication and team working with all staff and volunteers within the centre
* Promote the work of Essex Wildlife Trust

**To undertake any other duties which are commensurate with the role**

**PERSON SPECIFICATION**

**Specialist knowledge and experience**

1. Experience or understanding of working with or supervising a team of volunteers.

2. Experience in the following areas:

1. Assisting in running a catering/hospitality/food and beverage offer
2. Assisting in running a retail outlet or visitor centre
3. Planning and running successful and profitable events

3. Excellent communication and interpersonal skills, including use of social media.

4. Proven ability to problem solve and to use own initiative.

5. Experience of providing excellent customer care.

6. A high level of administration skills.

7. 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.

**Essential skills and behaviours**

**1. Team working**

* Makes a positive contribution to the team, supporting colleagues in their day-to-day work
* Demonstrates a positive “can do” attitude and willingness to move between delivery areas to support good team working

**2. Problem solving and analysis**

* Identifies potential difficulties and their causes, generating workable solutions and makes rational judgements

**3. Professionalism**

* Able to produce accurate and high-quality results, with excellent attention to detail
* Ensures high standards are achieved and customer needs fulfilled

**4. Determination**

* Able to remain calm and self-controlled under pressure
* Gets results and willingly tackles demanding tasks
* Sets and exceeds challenging personal targets

**5. Persuasive communication**

* Identifies the key points to communicate on any interaction, selecting the right channel for the message and audience
* Speaks clearly, fluently and in a compelling manner to both individuals and groups
* Produces written communication, which is fluent, clear, concise, and tailored to intended recipient(s)

**6. Customer focus**

* Works hard to meet customer needs and looks after their interests
* Quickly builds rapport and easily establishes relationships with customers
* Works with others to identify customer needs and issues to ensure services are fit for purpose

**7. People management**

* Provides clarity when delegating work, setting boundaries, and balancing the need for delivery

**8. Planning**

* Able to organise time effectively, create work schedules, prioritise workload and meet deadlines
* Recognise priorities and deal with them effectively
* Sets achievable and realistic objectives when managing workload

**Special conditions:**

* Willingness to be flexible with working days
* Work regular weekends as part of a rota, including evenings and bank holidays as required to fulfil your role
* Support centre events as and when required
* Expectation of covering other Nature Discovery Centres as required

**EWT rewards:**

* Salary reviewed bi-annually against the market with cost of living consideration annually
* Pension of 3% from you and 5% from EWT
* Annual leave starting at 25 days, rising by one day a year to a maximum of 28 days + bank holidays
* Employee Assistance Programme offering advice to staff and their families on a variety of topics and including counselling
* Sick pay increasing with length of service
* Maternity, paternity and adoption pay
* Staff days and staff social
* Merit award scheme (staff nomination of colleagues for awards)
* Regular performance development meetings
* 10-20% discount in EWT centres
* Professional and developmental training
* Role related professional membership paid
* Able to attend 2 wildlife courses per annum
* The satisfaction of making a difference through working for a conservation charity