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

Please find details of this post within this pack.

The role is a permanent, part time position of 22.5 hours per week working 3 days over 7 on a rota basis, which will include regular weekend working. The salary for this post is £19,135 per annum/pro rata (actual salary £11,481 per annum) rising to £19,635 per annum/pro rata (actual salary £11,781 per annum) following successful completion of probation.

Please find enclosed with this letter the job description for the Langdon Nature Discovery Centre Assistant Centre Manager.

Essex Wildlife Trust is the county’s leading conservation charity. We have more than 39,000 members, manage and protect over 8,400 acres of land on 87 nature reserves and 2 nature parks and run 11 visitor centres. The aim of Essex Wildlife Trust is to Protect Wildlife for the Future and for the People of Essex. It is supported financially by members, local businesses and grant making organisations. It is one of the largest of the 46 county wildlife trusts that work together throughout the British Isles as The Wildlife Trusts.

Langdon Nature Discovery Centre recently reopened and is the most exciting rebuild project for Essex Wildlife Trust to date. We are looking for an exceptional individual who has the operational skills to assist with the day-to-day management. The Nature Discovery Centre itself 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 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.

Please note this role will require regular weekend working, usually alternate weekends, as part of a rota.

The role is outlined in more detail within the enclosed job description.

I really hope this role interests you. To apply, please complete the application form accessible on this site, giving clear examples as to why you feel you are suited to the role. Please send the completed form by e-mail to jobs@essexwt.org.uk by **9am on the 29th November 2021**. Please title your email with the role and your full name. Please complete the Equal Opportunities form and send this either by email or by post, addressed to HR at the address above if you wish this to be anonymous.

**Interviews will be held on the 15th and 16th December at Langdon Nature Discovery Centre.**

For further information please contact Charlotte Goodman, Site Manager - CharlotteG@essexwt.org.uk

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

Yours faithfully

Charlotte Goodman, Site Manager

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

**JOB DESCRIPTION**

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**Job Title:** Assistant Centre Manager

**Location:** Langdon Nature Discovery 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 Langdon 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 catering and retail experiences
* 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 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 including volunteers.

2. Experience in the following areas:

a) assisting in running a retail or visitor centre

b) 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 within a busy environment.

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 in order 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 for qualifying staff
* Annual leave starting at 25 days, rising by one day a year to a maximum of 28 days + bank holidays
* Enhanced sick pay increasing with length of service
* Enhanced maternity, paternity and adoption pay
* Staff days and staff social
* Merit award scheme (staff nomination of colleagues for awards)
* 10-20% discount in EWT centres
* Professional and developmental training
* Ability to take 2 days out pa to work in another part of the business
* Role related professional membership paid
* Employee Assistance Programme providing advice on many areas for you and your family, plus a counselling service you can access
* Life Assurance
* The satisfaction of making a difference through working for a conservation charity