



Centre Assistant (Casual)

Thameside Nature Discovery Centre

We are looking for a Centre Assistant to join us at our idyllic Nature Discovery Park at Thameside nature Discovery Park, near Stanford-Le-Hope in Thurrock.

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.



Collyer Environmental Trust
Visitor Centre

Collyer
Environmental
Trusts
ESSEX
Wildlife Trust

The Role

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

The Nature Discovery Centre has a café with full length windows for viewing the estuary, gift shop, toilets with baby changing and a bird hide with wheelchair access that overlook the mudflats. Natural play and picnic area are available for families to enjoy. Dogs are welcome on leads and events are held throughout the year with free parking.





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.



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 Casual hours, agreed the Month before, on a rota basis between Monday and Sunday, including weekends and bank holidays.
- Expectation to support other Nature Discovery Centres as required from time to time.
- 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 good 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 Thameside Nature Discovery Centre, please visit <https://www.essexwt.org.uk/nature-reserves/thameside> or an informal discussion about the role, please contact JimmyA@essexwt.org.uk or jobs@essexwt.org.uk



Terms

We are recruiting a casual worker under a casual worker agreement. There are no set hours under a casual contract and any available hours are made available to casual to accept or decline.

Casual hours are available between 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.

The role comes with an hourly rate of £12.21.

How to Apply

Please complete an application form via our website by 9:00am on Tuesday 27 May 2025. The interviews will be held on Tuesday 3 June 2025. Please note we reserve the right to close this vacancy early if we receive sufficient applications or successfully appoint a candidate before the advertised closing date. Early applications are therefore encouraged.

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

Jimmy Allan
Thameside Site Manager

