

Casual Centre Assistant

Thorndon Nature Discovery Centre

We are looking for a Centre Assistant to join us on a casual worker agreement at our idyllic Nature Discovery Centre at Thorndon, in Brentwood.

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

Thorndon Nature Discovery Centre is situated in Thorndon Country Park, the site offers a variety of habitats including ancient woodland, parkland, ponds, a marsh and meadow. There are stunning ancient trees including Giant Oak and Hornbeam pollards, that are reminders that this was once a deer park. Parts of it used to be heathland, now a scarce habitat in Essex, and to restore it parts of the park, both north and south, are being grazed by goats and sheep.

The Nature Discovery Centre offers an opportunity to discover the wildlife within the park whilst enjoying refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service.





As a Casual Centre Assistant, the role will include serving customers in both retail and food and beverage areas, operating tills, and preparing drinks.

Responsibilities also include maintaining a clean and organised environment and restocking shelves. You will work closely with our dedicated volunteers, who are passionate about supporting the Trust's mission. All revenue generated from our visitor centres directly funds vital conservation work across our reserves in Essex.

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 - ensuring excellent customer service is always at the forefront.

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



Job Description

- Greet and engage visitors at all stages of their experience.
- Prepare and serve hot and cold food and beverage refreshments.
- Keep front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Collaborate with the team to meet centre targets and ensure smooth daily operations.
- Promote retail, food, and membership opportunities to boost revenue and donations.
- Maintain high standards of hygiene and follow all health, safety, and security policies.
- Address visitor inquiries and feedback professionally, escalating issues when needed.
- 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.
- To undertake any other duties which are commensurate with the role.

Additional Information

- Casual worker agreement (there are no set hours and available hours can be accepted or declined).
- The Nature Discovery Centre is open every day of the year, with the exception for Christmas Day and Boxing Day.
- Casual hours available will usually be being the hours of 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.
- Casual hours can include hours at other Nature Discovery Centres.



Person Specification

- Excellent communication and interpersonal skills.
- Excellent customer service skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) system 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.

For more information about our Thorndon Discovery Centre, please visit essexwt.org.uk/nature-reserves/thorndon or an informal discussion about the role, please contact jonathant@essexwt.org.uk or jobs@essexwt.org.uk.



Terms

We are recruiting a casual 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 available will usually be being the hours of 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 Friday 09 May 2025.

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

Jonathan Tahir
Thorndon Site Manager

