# **Centre Assistant**

## **Ingrebourne Nature Discovery Centre**

We are looking for a part time Centre Assistant to join us on a 1 year fixed term position at our idyllic Nature Discovery Centre at Ingrebourne.

### **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.



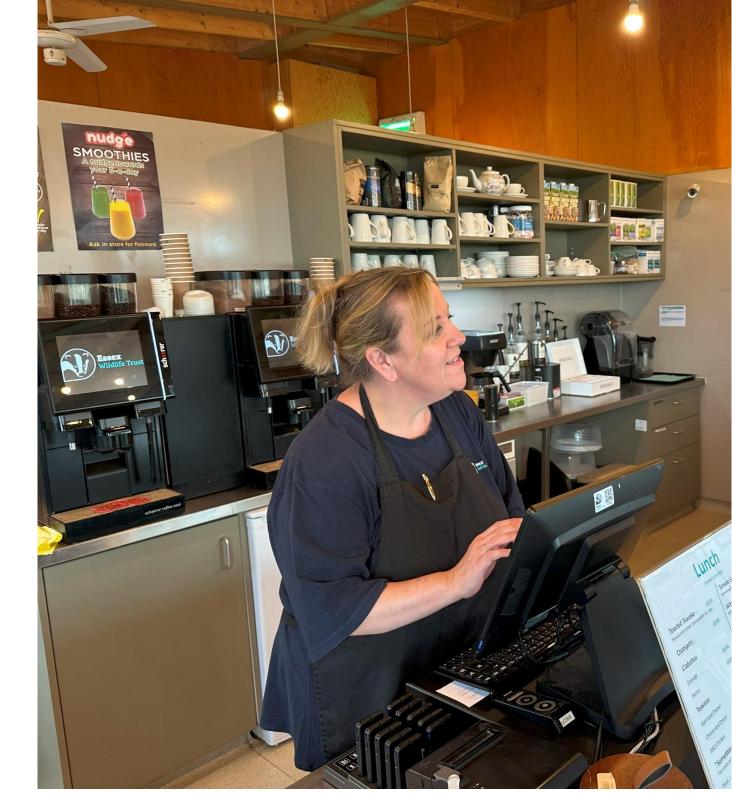


#### The Role

Ingrebourne Nature Discovery
Centre provides much-needed
community facilities and education
opportunities to Hornchurch Country
Park; a well used and much loved
open space, of great importance to
people and wildlife.

The centre offers a shop, café, toilets, education/community room, displays and a wide range of events to engage the whole community, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service.

Also to be admired is the fascinating wildlife and heritage of the park and the surrounding Ingrebourne Valley landscape.







### **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**

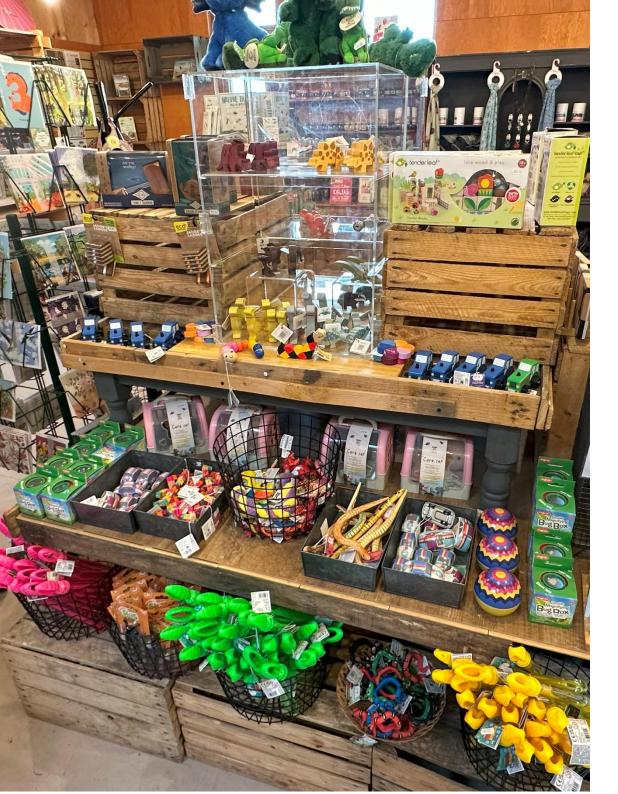
- 16 hours per week, with an essential flexibility to work over the weekends
- Opportunities for overtime during busy periods
- 1 year fixed term contract
- The Nature Discovery Centre is open every day of the year, with the exception for Christmas Day and Boxing Day.



### **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 Ingrebourne Nature Discovery Centre, please visit <u>Ingrebourne Nature Discovery</u> <u>Centre | Essex Wildlife Trust</u> or for an informal discussion about the role, please contact <u>bradleyw@essexwt.org.uk</u> or <u>jobs@essexwt.org.uk</u>.



### **Terms**

The role comes with an hourly rate of £12.21. Benefits include free life assurance, branded uniform, parking and enhanced annual leave and sick pay provisions increasing with length of service.

This is for a 1 year fixed term contract.

### **How to Apply**

Please complete an application form via our website by 9:00am on Tuesday, 08 July 2025 with interviews arranged for week commencing Monday, 14 July 2025.

We reserve the right to close this advert early. Please submit your application at the earliest opportunity.

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

Bradley Wadwell Ingrebourne Site Manager

