

Essex Wildlife Trust

Job Description

Job title: Site Manager



Location: Thameside Nature Discovery Park

Reports to: Cluster Manager (South)

Job Purpose

To lead and inspire a dedicated team of staff and volunteers in delivering an exceptional visitor experience at Thameside Nature Discovery Park. This includes ensuring the Nature Discovery Centre is consistently welcoming, safe, clean, and inspiring for all visitors. Through effective and sustainable management of both the centre and the nature reserve, you will help to create memorable wildlife experiences that encourage increased, and repeat visits all year-round. You will oversee the successful delivery of high-quality events, food and beverage services, and a retail offering, while meeting all commercial targets including, donations, and memberships. Ultimately, your role will ensure that more people than ever have a great wildlife experience, feel more connected to nature and take positive action for wildlife.

Key Tasks

- Act as a role model for the Essex Wildlife Trust Values
- Provide a visible presence on the shop floor during trading hours.
- Always promote excellent customer service. Friendly and engaging, creating a genuine and authentic interaction that provides opportunities for re-engagement.
- Responsible for delivering income targets and managing expenditure budgets.
- Maximise opportunities to recruit new members to the Essex Wildlife Trust.
- Offer a well promoted, inclusive and inspiring programme of events throughout the year.
- Act as the main point of contact for media at the Nature Discovery Centre and maintain site based social media platforms.
- Ensure a high-quality food and beverage offer.
- Ensure a well merchandised and inspiring retail offer.
- Manage stock levels, stock accuracy, and make key decisions about stock control.
- People Management including recruitment of staff and volunteers.
- Ensure staff and volunteer numbers / rotas reflect trade levels, with sufficient cover for weekends, bank holidays, school holidays and other peak periods.
- Improve individual and team performance through observing, coaching, and training (to include 1:1's, reviews and regular team meetings).
- Responsible for managing the ranger to ensure effective delivery of key reserve tasks, including habitat management, maintenance and visitor experience.
- Responsible for overseeing interim key holding duties of our Chafford Nature Discovery Centre ensuring the building remains secure, safe and well-maintained.
- Volunteer manager tasks include leading on volunteer recruitment, onboarding, recognition and day-to-day management of volunteers and ensuring mandatory training completion and working with the Volunteering Team to update on volunteer hours and other key reporting data.
- Ensure all health and safety checks and documentation (including food hygiene) is completed accurately, and recommendations acted upon.
- Maintain a clean, tidy, and safe environment for our visitors, staff and volunteers.
- To ensure required maintenance of the Nature Discovery Centre is undertaken. To include inspections, repairs, and improvement works.
- Complete all required administration to support the smooth running of the Centre.
- Foster a positive culture of cross divisional working to support both the Nature Discovery Centres and Essex Wildlife Trusts aims and objectives.
- Proactively engage with external partners, creating collaborative working relationships.

Person Specification

Knowledge and Skills

- Experience leading and managing a team
- Proven ability of supervising and/or working alongside volunteers
- Experience in two of the following areas:
 - Managing a catering/café/hospitality offer
 - Managing a retail outlet
 - Managing a successful and profitable venue
- Excellent communication and interpersonal skills including use of social media
- Proven ability to problem solve, use your own initiative and to be able to work effectively in a reactive and sometimes demanding environment
- Experience of providing excellent customer care
- A high 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

The role requires the following training: Emergency First Aid, Fire Warden, Food Allergy and Intolerance, Food Safety Level 2, Safer Recruitment and Volunteer Management. Full training will be provided where needed.

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day
- Working five days out of seven, to include regular weekend working. The post holder will be working weekdays, weekends and Bank Holidays
- Expectation of covering other Nature Discovery Centres as required.
- Desirable to be able to drive and hold a current full UK driving licence with full use of your own vehicle
- 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
- The post holder has a responsibility to safeguard and to work in a way that promotes the safety and wellbeing of children and young people.

Essex Wildlife Trust Rewards

- Pension of 3% from you and 5% from EWT for qualifying staff
- Enhanced annual leave allowance starting at 26 days, rising by one day a year to a maximum of 29 days plus bank holidays (pro-rata for part-time staff)
- Enhanced sick pay increasing with length of service
- Staff days and staff social
- Merit award scheme (staff nomination of colleagues for awards)
- Up to 20% discount on retail and food and beverage within EWS Nature Discovery Centres
- Employee Assistance Programme providing advice on many areas for you and your family, plus a counselling service you can access
- Free Life Assurance worth three times basic salary (T&C's apply)

Essex Wildlife Trust is committed to equal opportunities and maintaining a safe and secure environment for all children and young people. The role of a Site Manager will involve working in regulated activity with children and young people, being the responsible person during site events and Duke of Edinburgh sessions. Therefore, the successful applicant for this position will be subject to vetting checks including an Enhanced Disclosure and Barring Service check with a barred list check. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.

Signed: _____ Date: _____

Name: _____