

Casual Centre Assistant

Ingrebourne Nature Discovery Centre

We are looking for a casual Centre Assistant to join us 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.





As a Casual Centre Assistant, the role will include serving customers in both retail and food and beverage areas, operating tills, preparing drinks using the barista machine, cooking and assisting in events. Responsibilities also include maintaining a clean and organised environment and restocking shelves. You will work closely with our dedicated staff and volunteers, who are passionate about supporting the Trust's mission. All surplus 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

- Ability to accept / deny working requests
- A month notice of available shifts, but an ability to undertake “ad hoc” sickness cover is desired
- The Nature Discovery Centre is open every day of the year, with the exception for Christmas Day and Boxing Day.



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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 [Ingrebourne Nature Discovery Centre | Essex Wildlife Trust](#) or for an informal discussion about the role, please contact bradleyw@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 Friday 01 August 2025 with interviews arranged for week commencing Monday 11 August 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

