



Site Manager

Thameside Nature Discovery Park

We have an exciting opportunity for an enthusiastic and passionate Site Manager to join us at our Nature Discovery Centre at Thameside, in Stanford-le-Hope.

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.

Disclosure and Barring Service

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.



Essex Wildlife Trust has nine other Nature Discovery Centre's across Essex, each with their own Site Manager line managed by a Cluster Manager, which the post holder will work alongside to share ideas and collaborate to ensure our sites continue to be engaging places to visit. The Site Manager will be responsible for delivering the day -to -day operations covering administrative, retail and food and beverage, overseeing maintenance, inventory, budgets, people management, event planning and ensuring commercial targets are met as well as working alongside the project team and the conservation department to line manage the Ranger for Thameside. This role is well suited to applicants with prior experience of working in a commercial, visitor attraction environment with F&B, hospitality and retail. We are looking for a site manager who can lead from the front and motivate the team to engage proactively with the audience, manage people, understand health and safety, including food preparation and storing compliance together with event planning. A passion for, or interest in wildlife would be advantageous.



Job Description

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.



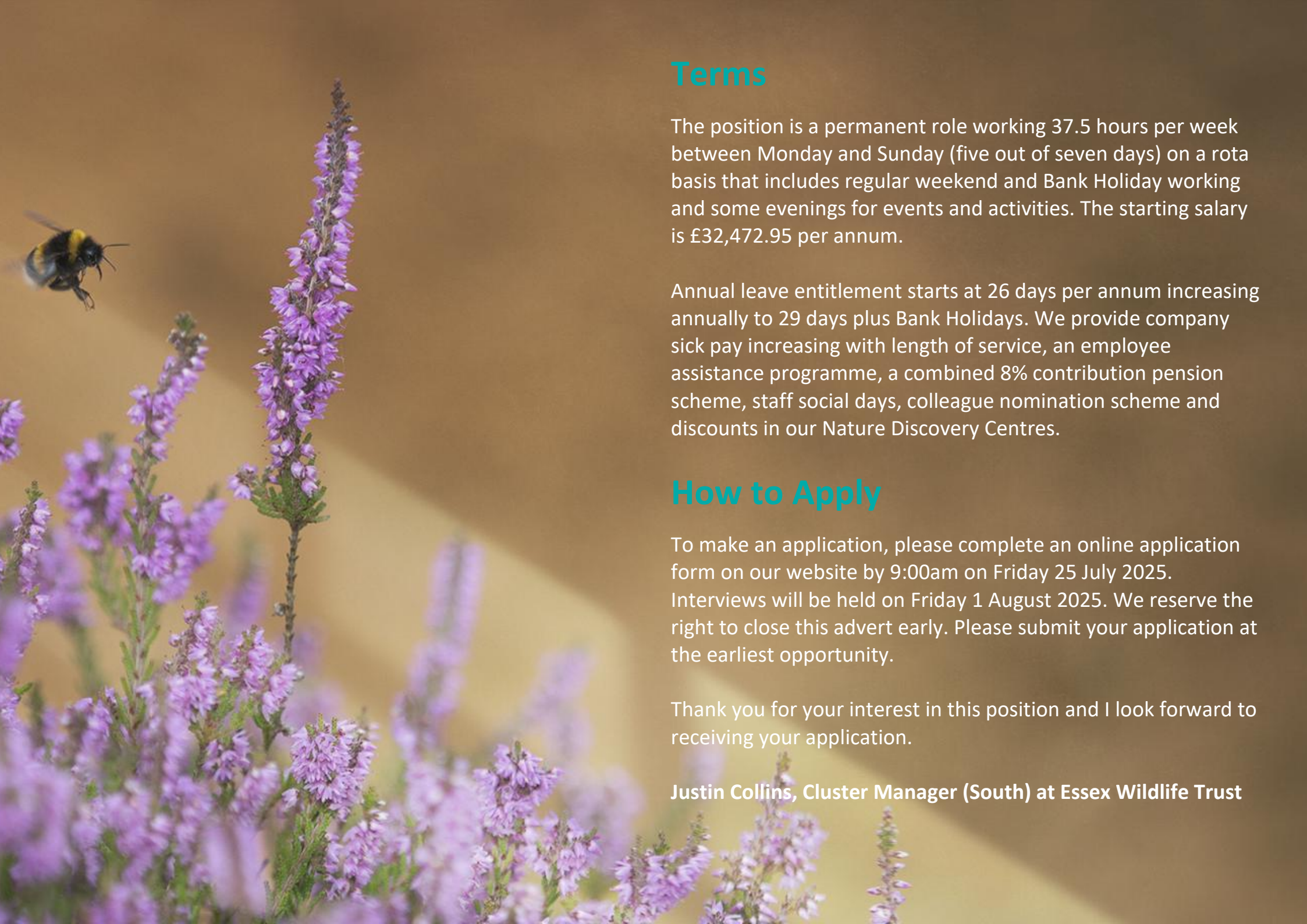
City Environmental Trust
Visitor Centre

ESSEX
Wildlife Trust

Person Specification

Experience of managing staff and/or volunteers

- Experience leading and managing a team
- Proven ability of supervising and/or working alongside volunteers
- Experience in two of the following areas:
 - i. Managing a catering/café/hospitality offer
 - ii. Managing a retail outlet
 - iii. 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.

A bumblebee is shown in flight on the left side of the image, hovering over a cluster of purple heather flowers. The background is a soft, out-of-focus landscape with more heather and a hint of a path or field.

Terms

The position is a permanent role working 37.5 hours per week between Monday and Sunday (five out of seven days) on a rota basis that includes regular weekend and Bank Holiday working and some evenings for events and activities. The starting salary is £32,472.95 per annum.

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days plus Bank Holidays. We provide company sick pay increasing with length of service, an employee assistance programme, a combined 8% contribution pension scheme, staff social days, colleague nomination scheme and discounts in our Nature Discovery Centres.

How to Apply

To make an application, please complete an online application form on our website by 9:00am on Friday 25 July 2025.

Interviews will be held on Friday 1 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.

Justin Collins, Cluster Manager (South) at Essex Wildlife Trust



Credit: Jon Hawkins – Surrey Hills Photography

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