

Essex Wildlife Trust

Job Description



Job title: Centre Assistant

Location: Abberton Reservoir/Fingringhoe Wick

Reports to: Site Manager

Job Purpose

Working within a bustling atmosphere as part of passionate team this role as a Centre Assistant providing fantastic customer service to our visitors. To support the Nature Discovery Centre in the efficient and profitable running of the retail, food and beverage and visitor engagement areas.

With your love of working with people and desire to provide an excellent service, you'll acknowledge, welcome and engage with visitors, offering them help and advice with their visit. This means maintaining a knowledge of our products, so you're always on hand to help and by ensuring that all stock is correctly priced.

As a key team player with excellent visitor engagement skills with the ability to maximise sales, memberships and donations. You will work across the centre in retail and food and beverage - ensuring our standards are maintained and with excellent customer service always key to day-to-day tasks.

Key Tasks

Service Delivery

- Meet and greet at all stages of the visitor interaction
- To work within a team delivering centre targets for all areas of the centre
- Ensure all front of house areas are well presented, tidy and promote a quality centre experience for visitors
- To promote retail and food and beverage offers to maximise the customer experience
- Ensure the day-to-day management of front of house is efficient and offers a smooth running for visitors
- To undertake administration tasks to support the smooth running of the centre
- To ensure the centre maximises opportunities to recruit new EWT members and increase levels of donations through promotion of round-up, donations and membership
- Ensure the highest standards of hygiene for the front of house and food and beverage are achieved at all times, following daily cleaning schedules.

People

- Work as a key team player
- Have the ability to deal with visitor enquiries in an efficient and professional manner
- Ensure the safety of staff, volunteers and visitors by complying with all legal and EWT policies and procedures relating to hygiene, health and safety, fire and security.

Problem Solving/Innovation

- Respond, and efficiently resolve problems as they arise.
- Encourage, listen and respond to all visitor feedback.
- Listen and respond to all visitor and team feedback in a positive way
- Report any issues, problems, complaints, and feedback to the duty manager.

Planning/Organising

- Adhere to Health and Safety, COSHH procedures and safe systems of working
- Receiving Centre deliveries and Goods Out
- Record wastage accurately and in a timely manner
- Correctly follow all food and beverage process and procedures
- Correctly follow all EPOS process and procedures

- Assist with regular centre stock takes and comply with all stock control recommendations.

Communication

- Interact with our visitors at every opportunity promoting the centre
- Attend team and staff meetings as required
- Communicate across the team of staff and volunteers
- Promote the work of Essex Wildlife Trust whilst working in the Nature Discovery Centre.

To undertake any other duties which are commensurate with the role.

Person Specification

Knowledge and Skills

- Excellent communication and interpersonal skills.
- Experience of providing excellent customer care in a retail, hospitality, visitor attraction or other customer facing environment
- Able to adhere to all health and safety legislation
- Able to handle cash management and EPOS systems with confidence and accuracy
- Experience working as part of a team
- Excellent communication and interpersonal skills, both written and verbal
- Proven ability to use own initiative whilst working within a busy customer facing environment
- 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.

Additional Information

- The role may entail some evening.
- The role requires weekend working.
- 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.
- As both Abberton and Fingringhoe Wick Nature Discovery Centres are not easily accessible by public transport, we recommend the post holder to have the ability to drive, including a full driving licence and use of a vehicle.
- The role is based at Abberton Reservoir Park and Fingringhoe Nature Discovery Centre, if travel across the county and beyond, with mileage paid for additional travel.

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)
- 10% discount on retail within EWS Nature Discovery Centres
- 20% discount on 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)

Signed: _____ Date: _____

Name: _____