

Essex Wildlife Trust

Job Description and Person Specification



Job title: Casual Centre Assistant

Location: The Naze Nature Discovery Centre

Reports to: Site Manager

Job Purpose

Essex Wildlife Trust is the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. By 2030, we aim to protect and connect 30% of land and sea and inspire 1 in 4 people in Essex to take action for wildlife.

With a passion for working with people and delivering outstanding service, you'll greet and engage visitors, offering assistance and advice on the work of the Trust to enhance their experience. As a team player, your strong visitor engagement skills will help maximise sales, memberships and donations. You'll work across retail and food & beverage areas, maintaining high standards and ensuring excellent customer service in all daily tasks.

Key Tasks

- Greet and engage visitors at all stages of their experience.
- Prepare and serve hot and cold food and beverage refreshments.
- Ensure retail stock is presented effectively.
- Operate the till, promote retail, food and membership opportunities to boost revenue and donations.
- Keep front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Clear tables and floors, operate the barista machine and dishwasher.
- Collaborate with the team to meet centre targets and ensure smooth daily operations.
- 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

- The majority of the hours will be at weekends.
- Casual worker agreement (there are no set hours and available hours can be accepted or declined).
- The Nature Discovery Centre is open every day of the year, with the exception for Christmas Day and Boxing Day.
- Casual hours available will usually be being the hours of 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 plus Bank Holiday Mondays.
- Casual hours can include hours at other Nature Discovery Centres.

Knowledge and Skills

- Excellent customer service skills.
- Good communication and interpersonal skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) systems 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.

Disability Confident Statement

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

Name: _____ Date: _____

Signed: _____