



Casual Centre Assistant

Naze Nature Discovery Centre

We are looking for a Casual Centre Assistant to join our team at our Nature Discovery Centre in Walton-on-the-Naze.

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

The Naze is a unique coastal landscape of outstanding geological and biological importance. As the most easterly peninsula in Essex, it is an important site for migrating birds and boasts a number of different habitats, both terrestrial and marine.

The Naze is a special and important place for many reasons and is a place where wildlife thrives, from insects living in the soft cliffs to the familiar barn owl hunting over the grasslands. The Naze is the gateway into Hamford Water National Nature Reserve, an area of international importance due to the number of wildfowl and waders that it supports and is itself a sanctuary for migrating and nesting birds, from Dark Bellied Brent Geese to Sedge Warbler and Whitethroat.

The Centre offers an education space, a gift shop and refreshments, run by a friendly team and wonderful and passionate volunteers.

As a Casual Centre Assistant, post holder will work within retail and food and beverage and serving customers within in this visitor engagement role.



Credit: Barn Owl by Andrew Armstrong



Working as part of the 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 both in retail and Food & Beverage - ensuring excellent customer service is always at the forefront. The successful applicant will be using the till, preparing and serving hot and cold refreshments, clearing tables, restocking retail stock and engaging with customers.

We are looking for a friendly individual with an interest in customer service to join Essex Wildlife Trust in this visitor engagement role. Our profits from the Nature Discovery Centre's are used to fund the conservation, educational and other work key of the Trust.



Job Description

- 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.

Person Specification

- 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.

For more information about our Naze Nature Discovery Centre, please visit <https://www.essexwt.org.uk/nature-reserves/naze>

For an informal discussion about the role, please contact kayf@essexwt.org.uk or jobs@essexwt.org.uk



Terms

We are recruiting a casual under a casual worker agreement. There are no set hours under a casual agreement, and any available hours are made available to casual to accept or decline.

Casual hours available will usually be between 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.

The role comes with an hourly rate of £12.21.

How to Apply

Please complete an application via our website by 9:00am on Friday 7th November 2025 with interviews arranged for the week commencing Monday 17th November 2025.

Thank you for your interest in this position and I look forward to receiving your application.

Kay Fairclough

Assistant Centre Manager (Naze)

