

Essex Wildlife Trust

Job Description & Person Specification

Job title: Assistant Centre Manager



Essex
Wildlife Trust

Location: Bedfords Park Nature Discovery Centre

Reports to: Site Manager

Job purpose

As an Assistant Centre Manager of the Nature Discovery Centre, the position deputises the Site Manager in delivering the day-to-day operations, managing of staff and volunteers, engaging with visitors to ensure a positive visitor experience and the promotion of donations and membership for Essex Wildlife Trust. The Assistant Centre Manager is responsible for supervising Centre Assistants and Visitor Centre Volunteers.

This role requires to cover other sites, in addition of Bedfords Park NDC, as and when necessary.

Key tasks

Service Delivery

- To deputise for Site Manager in the day-to-day management of the Nature Discovery Centre
- To delegate, support and work with Centre staff and volunteers to ensure excellent delivery of tasks and customer service.
- To ensure all areas of the Nature Discovery Centre are clean and well presented.
- To be a role model and lead by example that reflects the Trust's Values (Impactful, Collaborative, United and Proactive).
- To support with organising and delivery of profitable events over the year.
- To ensure cleaning schedules are adhered to in all areas.
- To assist the Site Manager with induction of staff and volunteers.
- To ensure the safety of staff, volunteers and visitors by complying with all legal and Essex Wildlife Trust policies and procedures relating to hygiene, health, safety, fire and security.
- To promote the work of Essex Wildlife Trust.

Supporting the Site Manager

- To deputise for the Site Manager in their absence
- To assist with staff rotas and volunteer volunteering times
- To assist with onboarding and training of staff and volunteers
- To be a key holder
- To maximise donation opportunities and recruitment of Essex Wildlife Trust members
- To support the financial activities (daily cashing up and collection of monies etc)

Visitor Engagement

- To provide a warm, friendly and professional service
- To ensure exceptional standards of customer service and care is delivered
- To engage with customer enquiries or complaints in an efficient and professional manner

Retail

- To support the retail function during busy periods
- To support the Site Manager in the ordering of retail supplies
- To ensure sufficient stock is available and promotion through engaging retail displays

Food and Beverage

- To support the catering function during busy periods
- To support the Site Manager in the ordering of food and beverage supplies

To undertake any other reasonable request.

Person Specification

Knowledge and skills

Essential

- GCSE grade A-C/9-4 in Maths and English (or equivalent)
- Experience in either a retail, hospitality or a visitor centre role
- Excellent communication and interpersonal skills
- Able to be adaptable
- Good administrative and IT skills (Microsoft Office Suite)
- Strong organisational and delegation skills
- A team player with a 'can-do' attitude
- Self-motivated with a focus on providing an excellent customer experience
- Able to communicate and collaborate effectively to a wide range of stakeholders
- Uphold the Trusts' values of Inspiring, Collaborative, United and Professional

Desirable

- Prior experience of organising and delivering profitable events
- Prior experience of supervising staff
- Prior experience of working with volunteers
- Prior experience of working in a retail environment including ordering and display experience
- Previous experience within a similar role

Additional information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day
- Working Three days out of seven, to include regular weekend working. The post holder will be working weekdays, weekends, some evenings and Bank Holidays, as per rota
- Expectation of covering other Nature Discovery Centres as required
- 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
- There may be occasions where travel is required to attend meetings, training and events at our Essex Wildlife Trust sites, including supporting other Nature Discovery Centre (with mileage paid for additional travel)
- The post holder has a responsibility to safeguard and to work in a way that promotes the safety and wellbeing of children and young people

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.

Armed Forces Covenant

We are proud to be an employer that supports the Armed Forces Covenant and are committed to supporting those who serve or have served in the Armed Forces, and their families. As part of this commitment, Armed Forces veterans who meet the minimum criteria for an advertised role will be guaranteed an interview.

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. Therefore, the successful applicant for this position will be subject to pre-employment checks including a Disclosure and Barring Service check. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.

Signed: _____ Date: _____

Name: _____