

Essex Wildlife Trust

Job Description & Person Specification



Job title: Relief Centre Manager

Reports to: Cluster manager

Job Purpose

As a Relief Centre Manager, the post holder will work at any of the Trust's ten Nature Discovery Centres across the Essex County, providing relief cover for the Centre and Assistant Centre Manager. The post holder will be responsible for supervising the staff and volunteers at the centre they are covering, and delivering an outstanding visitor experience, ensuring the Nature Discovery Centre is a welcoming, safe, clean, pleasant, and inspiring place to visit.

Key Tasks

- To deputise in the absence of the manager.
- Ensure visitors receive a high-quality and inspiring retail experience.
- Ensure visitors receive a high-quality food & beverage experience.
- Lead by example, ensuring high standards of customer care by managing, motivating staff and volunteers.
- Ensure the visitor centre is welcoming and clean; a pleasant and inspiring place to visit.
- Ensure all front of house areas are well presented.
- Ensure the day-to-day management of front of house is efficient and offers a smooth-running service for visitors.
- Ensure administration supports the smooth running of the centre.
- Ensure correct sales procedures are followed by volunteers.
- Ensure accurate centre data is recorded in a timely manner.
- To ensure the centre maximises opportunities to recruit new EWT members and increase levels of donations.
- Take responsibility for opening and closing of centres as required.
- Providing cover for centre teams, ensuring appropriate staffing levels for the fluctuating needs of the business.
- To ensure all financial activities related to the visitor centre are carried out to a high standard and to the required time scales.
- Ensure accurate completion of centre records in accordance with EWT centre procedure.
- Ensure the highest standards of hygiene for the front of house at all times, administering daily cleaning schedules.
- To ensure correct sales procedures are followed by staff and volunteers.
- Maintain retail displays.
- Respond and efficiently resolve problems as they arise.
- Resolve any volunteer issues as they arise.
- Encourage, listen and respond to all visitor feedback.
- Deal with customer enquiries or complaints 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.
- Work closely with line manager and Centre Management Team to meet Essex Wildlife Trust aims and objectives.
- Promotion of good communication and team working with all staff and volunteers in the visitor centre.
- Communicate with visitors on daily basis.

- Promote the work of the Trust.
- 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.

Person Specification

Knowledge and Skills

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

The role requires the following training: Emergency First Aid, Fire Warden, Food Allergy and Intolerance, Food Safety Level 2 and Volunteer Management. Full training will be provided where needed.

Additional Information

- The Nature Discovery Centres are open every day, with the exception for Christmas Day and Boxing Day. The post holder will be required to provide relief cover during weekend opening hours and Bank Holidays.
- The post holder must be able to drive and hold a current full UK driving licence with full use of a vehicle.
- 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.
- 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.

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.

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.

Signed: _____ Date: _____

Name: _____