



Assistant Centre Manager

Bedfords Park Nature Discovery Centre

We are looking for an Assistant Centre Manager to join us at our idyllic Nature Discovery Park at Bedfords Park, in Havering-atte-Bower in Havering.

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.

Bedfords Park Visitor Centre



Exhibitions and Events
Refreshments
Children's Activities
Gift and Bookshop
Nature Trails



The Role

Once a privately owned estate, the nature reserve at Bedfords Park, near Havering-atte-Bower, is one of Havering's largest parks covering 215 acres of historic parkland and valuable habitats including home to a herd of captive red deer, wildflower meadows, exotic trees, woodpeckers, butterflies, dragonflies and damselflies. The upper section of the park offers a more landscaped parkland, while the lower section is managed for wildlife.

As an Assistant Centre Manager, 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.

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.





Welcome to Bedfords Park Nature Discovery Centre

Welcome to **Bedfords Park Nature**

Discovery Centre, set within a historic parkland offering captivating views over the cityscape of London and Kent.

The wonders of seasonal wildlife can be witnessed here. Follow the **Lake Trail**, where wildflower meadows burst into life while streams and lakes flow tranquilly under the summer sun. In spring, bluebells erupt brightly, overlooked by centuries-old exotic trees towering above, such as the deodar cedar with its graceful drooping branches. Listen for the echoes of woodland drumming by all three woodpecker species, or spot a flash of dazzling yellow, belonging to the tiny firecrest.

Experience the action of majestic red deer ruts in autumn and welcome winter with our spectacular rookery, often joined by carrion crows and jackdaws gathering in their hundreds.

For recommendations, rest, refreshment, and retail therapy, visit us at the Nature Discovery Centre.

Help us keep Bedfords Park special by becoming a member of Essex Wildlife Trust today.

Love **Essex** • Love **Wildlife**



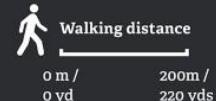
Key

	Information		View Point		Parking
	Food and Drink		Play Area		Footpath
	Shop		Slope		Lake Trail
	Toilet		Steps		• 1.4km / 0.9 mi
					• 30 mins
					• Moderate

Discover the wild places in Essex, the wildlife that call it home and how you can help nature thrive at www.essexwt.org.uk, or follow Essex Wildlife Trust on social media.



For help with planning your route, please talk to one of our friendly team.



Working in partnership
 Havering



Essex
Wildlife Trust



Job Description

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

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day
- Working 22.5 hours per week on a rota basis between Sunday and Saturday, including weekends, some evenings and bank holidays

- There may be occasions where travel is required to attend meetings and events at our Essex Wildlife Trust sites, including supporting other Nature Discovery Centre (with mileage paid for additional travel).
- 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



Credit: Vicky Rudd

Person Specification

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 collaborative 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

For more information about our Bedfords Park Nature Discovery Centre, please visit essexwt.org.uk/nature-reserves/bedfords or an informal discussion about the role, please contact verityc@essexwt.org.uk or jobs@essexwt.org.uk.



Terms

The position is a permanent position, 22.5 hours per week between Sunday and Saturday on a rota basis to include weekend, some evenings and bank holiday working. The starting salary is £15,145.83 per annum (FTE £25,243.05).

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days (pro-rata for part-time staff). We provide company sick pay increasing with length of service, an employee assistance programme, a combined 8% contribution pension scheme, staff social days, colleague nomination scheme and discounts in our Nature Discovery Centres.

How to Apply

To apply, please complete an application via our website by 9:00am on Saturday 21 February 2026. The interviews will be held at Bedfords Park Nature Discovery Centre on Thursday 05 March 2026.

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

Verity Collins
Site Manager



