



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.

Relief Centre Manager

Abberton Reservoir and Other Nature Discovery Centres

We are looking for a Relief Centre Manager to join us, working from our idyllic Nature Discovery Centres, with a work base at Abberton Reservoir in Colchester.

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.



Love Essex · Love Wildlife

ALL INFORMATION IS SUBJECT TO CHANGE WITHOUT NOTICE
POND
POND
In pond at you in 2 months, breeding
birds (eggs)
In pond at you in 2 months, breeding
birds (eggs)
Keep an eye out for: **00**
Smooth muscle 1000000
Doves/Clay 1000000
Frogs

The Role

Our Nature Discovery Centres offer visitors a warm welcome and the opportunity to find out about the wildlife at the sites whilst enjoying hot and cold refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service to our visitors.

As a Relief 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.



Credit: Elliott Neep



Working as part of a 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 and 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 to 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.

Benefits include free life assurance, branded uniform, parking and enhanced annual leave and sick pay provisions increasing with length of service.



Job Description

- 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.

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.



Person Specification

- 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.

For more information about our Nature Discovery Centres, please visit essexwt.org.uk/nature-reserves.

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



Terms

The position is a permanent role working 22.5 hours per week between Monday and Sunday on a rota basis to include weekend and bank holiday working. The starting salary is £17,903.93 (FTE £29,839.89)

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days plus bank holidays (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 Monday 2nd March 2026. The interviews will be held Friday 20th March 2026 at Abberton Reservoir Nature Discovery Centre.

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

Jo Wray

Dual Site Manager (Abberton & Fingringhoe)

