



### **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.

## **Site Manager**

### **Hanningfield Reservoir Nature Discovery Centre**

We have an exciting opportunity for an enthusiastic and passionate Site Manager to join us at our Nature Discovery Centre at Hanningfield.

### **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.



Opened in 2012 and situated on the 11<sup>th</sup> largest reservoir in England, our Nature Discovery Centre at Hanningfield Reservoir is located between Chelmsford, Billericay and Wickford.

The site offers beautiful walks through the woodland, taking in bird hides, ponds and views across the reservoir.

The reservoir itself is a Site of Special Scientific Interest (SSSI) due to the important numbers of wildfowl that use the reservoir in the autumn and winter, including Gadwall, Tufted Duck and Pochard. The mature woodland has proved a popular bat roost.

Our welcoming and friendly team at Hanningfield Reservoir provides fantastic customer service to our visitors. As the Site Manager, the post holder will be responsible for delivering the day-to-day operations covering administrative, retail and food and beverage, overseeing maintenance, inventory, budgets, people management (employee and volunteers), event planning and ensuring commercial targets are met.

Essex Wildlife Trust has nine other Nature Discovery Centre's across Essex, each with their own Site Manager line managed by a Cluster Manager, which the post holder will work alongside to share ideas and collaborate to ensure our sites continue to be engaging places to visit.

The Site Manager will be responsible for delivering the day -to -day operations covering administrative, retail and food and beverage, overseeing maintenance, inventory, budgets, people management, event planning and ensuring commercial targets are met as well as working alongside the project team and the conservation department to line manage the Ranger for Hanningfield.

This role is well suited to applicants with prior experience of working in a commercial, visitor attraction environment with F&B, hospitality and retail. We are looking for a site manager who can lead from the front and motivate the team to engage proactively with the audience, manage people, understand health and safety, including food preparation and storing compliance together with event planning. A passion for, or interest in wildlife would be advantageous.





# Welcome to Hanningfield Reservoir Nature Discovery Park

Welcome to **Hanningfield Reservoir Nature Discovery Park**. Our trails take you through ancient woodland, with wildlife hides offering astounding views over the 352 hectare reservoir.

There are three circular trails around the reserve. **Well Wood** takes you to RAWL hide, across the pond boardwalk where dragonflies zoom by, past historic oak trees and through an ancient hornbeam coppice. In spring, bluebells carpet the woodland floor, while woodpeckers nest in the tree trunks. **Hawks Wood** is lined by towering foxgloves and delicate wood melick. Look for colonies of wood ants scuttling across their impressive nests, and large bracket fungi growing on birch. For family fun follow the much-loved **The Wind in the Willows Trail**.

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

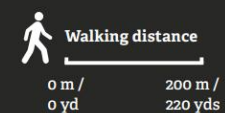
Help us keep **Hanningfield** special by becoming a member of **Essex Wildlife Trust** today.

Love **Essex** • Love **Wildlife**



**Key**

Information	Accessible wildlife hide	The Wind in the Willows Trail • 1.2km / 0.75 mi • 25 mins • Gentle
Food and Drink	Kissing gate	Well Wood Trail • 3.6km / 2.25 mi • 1 hour • Moderate
Shop	Picnic area	Hawks Wood Trail • 2.4km / 1.5 mi • 45 mins • Challenging
Toilets	Play area	
Parking	Fishing	
Accessible parking	Footpath	
Wildlife hide	Unpaved footpath	



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

Working in partnership  
**ESSEX & SUFFOLK WATER** living water



**Essex**  
Wildlife Trust

# Job Description

## Key Tasks

- Act as a role model for the Essex Wildlife Trust Values
- Provide a visible presence on the shop floor during trading hours.
- Always promote excellent customer service. Friendly and engaging, creating a genuine and authentic interaction that provides opportunities for re-engagement.
- Responsible for delivering income targets and managing expenditure budgets.
- Maximise opportunities to recruit new members to the Essex Wildlife Trust.
- Offer a well promoted, inclusive and inspiring programme of events throughout the year.
- Act as the main point of contact for media at the Nature Discovery Centre and maintain site based social media platforms.
- Ensure a high-quality food and beverage offer.
- Ensure a well merchandised and inspiring retail offer.
- Manage stock levels, stock accuracy, and make key decisions about stock control.
- People Management including recruitment of staff and volunteers.
- Ensure staff and volunteer numbers / rotas reflect trade levels, with sufficient cover for weekends, bank holidays, school holidays and other peak periods.
- Improve individual and team performance through observing, coaching, and training (to include 1:1's, reviews and regular team meetings).
- Responsible for managing the ranger to ensure effective delivery of key reserve tasks, including habitat management, maintenance and visitor experience.
- Volunteer manager tasks include leading on volunteer recruitment, onboarding, recognition and day-to-day management of volunteers and ensuring mandatory training completion and working with the Volunteering Team to update on volunteer hours and other key reporting data.
- Ensure all health and safety checks and documentation (including food hygiene) is completed accurately, and recommendations acted upon.
- Maintain a clean, tidy, and safe environment for our visitors, staff and volunteers.

- To ensure required maintenance of the Nature Discovery Centre is undertaken. To include inspections, repairs, and improvement works.
- Complete all required administration to support the smooth running of the Centre.
- 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.



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# Person Specification

Experience of managing staff and/or volunteers

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



## Terms

The position is a permanent role working 37.5 hours per week between Monday and Sunday (five out of seven days) on a rota basis, including some weekend and Bank Holiday working and some evenings for events and activities. The starting salary is £32,472.95 per annum.

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days plus Bank Holidays. 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 make an application, please complete an online application form on our website by 9:00am on Tuesday 19 May 2026. Interviews will be held on Tuesday 02 June 2026. We reserve the right to close this advert early. Please submit your application at the earliest opportunity.

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

**Christine Berton**  
**Cluster Manager (North)**