

# Assistant Centre Manager

## Thorndon Nature Discovery Centre

We are looking for an Assistant Centre Manager to join us at our idyllic Nature Discovery Centre at Thorndon, in Brentwood.

### 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](#).



## 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.



## The Role

Thorndon Nature Discovery Centre is situated in Thorndon Country Park, the site offers a variety of habitats including ancient woodland, parkland, ponds, a marsh and meadow. There are stunning ancient trees including Giant Oak and Hornbeam pollards, that are reminders that this was once a deer park. Parts of it used to be heathland, now a scarce habitat in Essex, and to restore it parts of the park, both north and south, are being grazed by goats and sheep.

The Nature Discovery Centre offers an opportunity to discover the wildlife within the park whilst enjoying refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service.





As the Assistant Centre Manager, the post holder will work closely with the Site Manager to deliver the day-to-day operations (administrative duties, retail and food and beverage), supervising staff and volunteers and interacting with guests to ensure an engaging visitor experience.

It is essential that the post holder has front-facing retail and/or hospitality experience, is self-motivated, has a 'can-do' attitude and willingness to support team members both front and back of house during busy periods.

In this role, we are looking for someone who thrives on providing a welcoming visitor experience in a customer-facing environment with has strong people skills.



# 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 (Inspiring, Collaborative, United and Professional)
- 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 recruitment, selection and 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 and volunteer rotas
- 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 products
- To ensure sufficient stock is available and promotion through engaging retail displays
- Ensure standards are consistent

## **Food and Beverage**

- To support the catering function during busy periods
- To support the Site Manager in the ordering of food and beverage supplies
- Ensure staff and volunteers follow food safety procedures



## Person Specification

- 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
- Prior experience of organising and delivering profitable events (desirable)
- Prior experience of supervising staff (desirable)
- Prior experience of working with volunteers (desirable)
- Previous experience within a similar role (desirable)



## Terms

This role is a permanent position working 30 hours per week on a rota basis between Monday to Sunday, including some weekends and occasional evenings. The salary for this role is £20,194.44 per annum (FTE £25,243.05).

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 Friday 05 June 2026. Interviews will be held on Wednesday 10 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.

**Jonathan Tahir**  
**Site Manager (Thorndon)**

