



# Centre Assistant

## Thameside Nature Discovery Park

We have an opportunity for Centre Assistant to join our friendly and passionate team at our nature discovery park in Thameside, Thurrock.

### 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.

## The Role

As a Centre Assistant, the role will include serving customers in both retail and food and beverage areas, operating tills, and preparing drinks using the barista machine.

Responsibilities also include maintaining a clean and organised environment and restocking shelves. You will work closely with our dedicated volunteers, who are passionate about supporting the Trust's mission. All revenue generated from our visitor centres directly funds vital conservation work across our reserves in Essex.

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 - ensuring excellent customer service is always at the forefront.

We are looking for a friendly individual with an interest in customer service to join Essex Wildlife Trust in this visitor engagement role.





Thameside Nature Discovery Park is situated on the Thames Estuary and is fantastic for family days out, bird and ship watching, historical interest and getting away from the hustle and bustle.

The site which was once landfill and has been given back to nature is 120 acres at present and will eventually be 845 acres, it is a tremendous habitat for coastal and wetland wildlife, as well as very important grassland flora and fauna species.

Our discovery centre is located on top of the former Mucking Marshes Landfill in Thurrock, a reserve home to many species including barn owls, short eared owls, water voles, harvest mouse, skylark, cuckoo and shrill carder bee in addition to local cattle that graze the grassland during the year.

For more information on our Thameside Discovery Park, please visit our website [essexwt.org.uk/nature-reserves/thurrock-thameside](http://essexwt.org.uk/nature-reserves/thurrock-thameside).



the wildlife TRUSTS ESSEX Wildlife Trust

Essex Environmental Trust Visitor Centre

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Essex Wildlife Trust

CHILDREN'S ACTIVITIES

## Job Description

- Greet and engage visitors at all stages of their experience, providing a consistently high level of customer service throughout.
- Be able to operate both retail and food and beverage till points, exploring opportunities for membership to boost revenue and donations.
- Maximise all sale opportunities through positive selling techniques, minimising wastage and asking for roundups when appropriate.
- Understand the full food and drink menu, making recommendations to assist guests with decision making
- Prepare and serve hot and cold food and beverage refreshments, with the ability to confidently use a bean to cup and/ or a barista machine, making drinks to the approved specification.
- Ensure Food and Beverage and retail stock is replenished and presented effectively to agreed merchandising standards.
- Keep back-of-house and front-of-house areas clean, tidy, and inviting to enhance the visitor experience.
- Operate all relevant machinery, clear tables and floors and clean any other equipment as required.
- Remove rubbish and empty bins regularly.
- Collaborate with the team to meet centre targets and ensure smooth daily operations.
- Maintain high standards of hygiene and follow all health, safety, and security policies.
- Follow procedures for stock control, deliveries, EPOS, and food & beverage services.
- Engage visitors to promote the centre and the work of Essex Wildlife Trust.
- Communicate effectively with staff and volunteers, attending team meetings as needed.
- Listen and respond to all visitor and team feedback in a positive way

- Respond to customer enquiries and complaints in an efficient and professional manner. Where possible resolve these immediately, seeking appropriate support with more complex issues. Reporting any issues, problems, complaints, and feedback to the duty manager.
- Assist with regular stock takes as requested, complying with all stock control recommendations
- To undertake any other duties which are commensurate with the role.

### **Additional Information**

- The Nature Discovery Centres is open every day of the year, with the exception for Christmas Day and Boxing Day.
- The role will entail weekend work and on the odd occasion some evenings.
- The role is based at a Nature Discovery Centre, but travel may be required to other sites across the county and beyond, with mileage paid for additional travel.



City Environmental Trust  
Visitor Centre

ESSEX  
Wildlife Trust

## Person Specification

- Excellent communication and interpersonal skills.
- Excellent customer service skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) system confidently.
- Work as part of a team that includes working alongside volunteers.
- Proven ability to use own initiative.
- 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 14 hours per week between Monday and Sunday on a rota basis to include weekend and bank holiday working. The rate of pay for this role is £13.08 per hour.

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 make an application, please complete an online application form on our website by 9:00am on Friday 15 May 2026. Interviews will be held on Friday 22 May 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.

**Justin Collins**  
**Cluster Manager (South)**

