



Centre Assistant

Belfairs Nature Discovery Centre

We are looking for a Centre Assistant to join us on a permanent contract at our idyllic Nature Discovery Centre in the ancient Belfairs woodland in Leigh-on-Sea.

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

Belfairs Woodland Centre introduces visitors to the 1160-acre local landscape, a third of which is woodland, including a number of outstanding sites valuable for nature conservation. It is a crucial green lung surrounded by urban areas and provides a tremendous green space of great importance to local people of the Boroughs of Southend and Castle Point.

Much of the woodland is officially 'ancient woodland'; some is more than 1,000 years old, making it the earliest woodland recorded in Essex. The woodlands are home to a number of historic landscape features and a wide variety of flora and fauna, including several nationally threatened species such as the Hazel dormouse, the Song thrush and the Heath fritillary butterfly.

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 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.



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.



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.

For more information about Belfairs Woodland Centre, please visit <https://www.essexwt.org.uk/nature-reserves/belfairs> or an informal discussion about the role, please contact gregb@essexwt.org.uk or jobs@essexwt.org.uk.



Terms

This is a permanent position, working 15 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

Please complete an application form via our website as soon as possible. We reserve the right to close this advert when a successful candidate has been appointed.

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

Greg Borgartz
Site Manager