



# Centre Assistant

## Hanningfield Nature Discovery Centre

We have an exciting opportunity for an enthusiastic and passionate Centre Assistant to join us at our Nature Discovery Centre at Hanningfield Reservoir. This is a fixed term opportunity to help during our busy summer season.

## 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 Trust's 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 ecological crisis, we need the best people to rally around environmental protection.

Our values are Impactful, Collaborative, United and Proactive.

## The Role

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. The centre offers a shop, café, toilets, education/community room, displays and a wide range of events.





As a Centre Assistant, the role will include serving customers in both retail and food and beverage areas, operating tills, preparing drinks and food and assisting in events. Responsibilities also include maintaining a clean and organised environment and restocking shelves. You will work closely with our dedicated staff and volunteers, who are passionate about supporting the Trust's mission. All surplus 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.

Essex Wildlife Trust has nine other Nature Discovery Centre's across Essex. The post holder might be requested, on occasion, to work from another site, with expenses being paid.



# 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		<b>The Wind in the Willows Trail</b>
	Food and Drink		Kissing gate		<b>Well Wood Trail</b>
	Shop		Picnic area		<b>Hawks Wood Trail</b>
	Toilets		Play area		
	Parking		Fishing		
	Accessible parking		Footpath		
	Wildlife hide		Unpaved footpath		

Walking distance  
0 m / 0 yd      200 m / 220 yds

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

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



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ESSEX  
Woods & Wildlife

## 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 fixed-term role (16 weeks), working 15 hours per week between Monday and Sunday on a rota basis, that includes regular weekend and Bank Holiday working and some evenings for events and activities.

The hourly rate for this role is £13.08 per hour.

Annual leave entitlement starts at 26 days per annum pro rata. We provide company sick pay, 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 26 May 2026. Interviews will be held on Wednesday 3 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)**

