



# Assistant Centre Manager (Fixed Term) Langdon Nature Discovery Park

We are looking for an Assistant Centre Manager for our Langdon Nature Discovery Park near Basildon on a fixed term basis until 31 October 2026.

## 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

Langdon Nature Discovery Centre is set in a stunning nature reserve of 461 acres which comprises of woodland, meadows, lakes and former plotland gardens.

Langdon Nature Reserve is the largest inland reserve managed by Essex Wildlife Trust.

The reserve occupies some of the highest land in the county, has some commanding views and offers miles of excellent walks, where an abundance of wildlife can be enjoyed.

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.

For more information, please visit our website:  
[essexwt.org.uk/nature-reserves/langdon](https://essexwt.org.uk/nature-reserves/langdon)





Our Nature Discovery Centres offer visitors a warm welcome and the opportunity to find out about the wildlife at the sites whilst enjoying hot and cold refreshments and a gift shops, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service to our visitors.

As an Assistant Centre Manager, you will deputise the Site Manager in delivering the day-to-day operations, managing of staff and volunteers, engaging with visitors to ensure a positive visitor experience and the promotion of donations and membership for Essex Wildlife Trust.

The Assistant Centre Manager is responsible for supervising Centre Assistants and Volunteers.

This role is well suited to applicants with prior experience of working in a commercial, visitor attraction environment with F&B, hospitality and retail.

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 both in retail and food and beverage - ensuring excellent customer service is always at the forefront. The successful applicant will be using the till, preparing and serving hot and cold refreshments, clearing tables, restocking retail stock and engaging to customers.

We are looking for a friendly individual with an interest in customer service to join Essex Wildlife Trust in this visitor engagement role. Our profits from the Nature Discovery Centres are used to fund the conservation, educational and other work key of the Trust.

Benefits include free life assurance, branded uniform, parking and enhanced annual leave and sick pay provisions increasing with length of service.



# 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 rotas and volunteer volunteering times
- 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 supplies
- To ensure sufficient stock is available and promotion through engaging retail displays

## **Food and Beverage**

- To support the catering function during busy periods
- To support the Site Manager in the ordering of food and beverage supplies
- To undertake and any other reasonable request.

## **Additional Information**

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day
- Expectation to support other Nature Discovery Centres as required.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex

## Person Specification

- Excellent communication and interpersonal skills
- Experience of providing excellent customer care in a retail, hospitality, visitor attraction or other customer facing environment
- Experience of working in a retail environment including ordering and display experience
- Good administrative and IT skills (Microsoft Office Suite)
- Able to be adaptable
- Able to adhere to all health and safety legislation
- Able to handle cash management and EPOS systems with confidence and accuracy
- Experience working as part of a team
- Excellent communication and interpersonal skills, both written and verbal
- Proven ability to use own initiative whilst working within a busy customer facing environment

For an informal discussion about the role, please contact [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk)



## Terms

This is a fixed term position (until 31 October 2026) working 37.5 hours per week, five out of seven days between Monday and Sunday, including weekends and bank holidays. The starting salary is £25,243.05 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 apply, please complete an online application on our website by Monday 22 June, with interviews arranged for Monday 29 June.

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.

**Chloe Boulton**  
**Site Manager**



Essie  
Wildlife

# Essex Wildlife Trust



## Welcome to Langdon Nature Discovery Park

Langdon Nature Discovery Park has been designated as a Local Nature Reserve (LNR) in 2015. It is a beautiful area of natural beauty with a wide variety of habitats and wildlife. The park is a great place to enjoy the outdoors and learn about the natural world.

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We are the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature.

Our climate is in crisis and nature needs our help. Together we can protect the future. Join us.

[www.essexwt.org.uk](http://www.essexwt.org.uk)



  
  
Lake Trail