



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.

Assistant Centre Manager

Belfairs Nature Discovery Centre

We are looking for an Assistant Centre Manager to join us 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 an Assistant Centre Manager, the position deputises 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 Visitor Centre Volunteers.

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

- Meet and greet at all stages of the visitor interaction
- To work within a team delivering centre targets for all areas of the centre
- Ensure all front of house areas are well presented, tidy and promote a quality centre experience for visitors
- To promote retail and food and beverage offers to maximise the customer experience
- Ensure the day-to-day management of front of house is efficient and offers a smooth running for visitors
- To undertake administration tasks to support the smooth running of the centre
- To ensure the centre maximises opportunities to recruit new EWT members and increase levels of donations through promotion of round-up, donations and membership
- Ensure the highest standards of hygiene for the front of house and food and beverage are always achieved, following daily cleaning schedules

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 catering 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 retail 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
- The post holder will be working weekdays, weekends and Bank Holidays.
- Expectation of covering 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.
- There may be occasions where travel is required to attend meetings and events at our Essex Wildlife Trust sites, including supporting other Nature Discovery Centre (with mileage paid for additional travel)
- The post holder has a responsibility to safeguard and to work in a way that promotes the safety and wellbeing of children and young people.



Person Specification

Knowledge and skills

Essential

- GCSE grade A-C/9-4 in Maths and English (or equivalent)
- 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

Desirable

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

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

The position is a permanent role, working 15 hours per week between Monday and Sunday on a rota basis to include regular weekend and bank holiday working. The starting salary is £10,097.22 per annum (FTE £25,243.05).

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 by 9:00 on Tuesday 14 July 2026. Interviews will be held on Thursday 23 July 2026. We reserve the right to close this advert early. Please submit an application as soon as possible.

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

Greg Borgartz
Site Manager