



Centre Assistant (Casual)

Bedfords Park Nature Discovery Centre

We are looking for a Centre Assistant to join us on a casual basis at our idyllic Nature Discovery Park at Bedfords Park, near Havering-atte-Bower.

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.

Bedfords Park Visitor Centre



Exhibitions and Events
Refreshments
Childrens Activities
Gift and Bookshop
Nature Trails



The Role

Once a privately owned estate, the nature reserve at Bedfords Park, near Havering-atte-Bower, is one of Havering's largest parks covering 215 acres of historic parkland and valuable habitats including home to a herd of captive red deer, wildflower meadows, exotic trees, woodpeckers, butterflies, dragonflies and damselflies. The upper section of the park offers a more landscaped parkland, while the lower section is managed for wildlife.

Built on the site of the former mansion offering superb views across the borough to London, our Nature Discovery Centre offers visitors a warm welcome and the opportunity to find out about the wildlife within Bedford's Park whilst enjoying hot and cold refreshments and a gift shop, run by a friendly team and wonderful volunteers who are passionate about providing fantastic customer service to our visitors.

As a Centre Assistant, post holder will work within retail and food and beverage and serving customers within in this visitor engagement role.





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 success 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 Centre's are used to fund the conservation, educational and other work key of the Trust.



Job Description

- Meet and greet at all stages of the visitor interaction.
- Work within retail (stocking shelves, stock rotation, merchandising, servicing on the till).
- Work within the café (preparing and servicing hot and cold refreshments).
- Ensure all front of house areas are well presented.
- To ensure the centre maximises opportunities to promote and recruit Essex Wildlife Trust members.
- Promotion of roundups/donations.
- Following daily cleaning schedules.
- Adhere to Health and Safety, COSHH procedures and safe systems of working.
- Receiving Centre deliveries and Goods Out.
- Record wastage accurately and in a timely manner.
- Correctly follow all EPOS process and procedures.
- Assist with regular centre stock takes and comply with all stock control recommendations.

Additional Information

- The Nature Discovery Centre is open every day, with the exception for Christmas Day and Boxing Day.
- Casual worker agreement (there are no set hours and available hours can be accepted or declined).
- 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 customer service skills.
- Good communication and interpersonal skills.
- Able to adhere to all health and safety legislation and Trust procedures.
- Able to handle cash and use an EPOS (till) systems 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 our Bedfords Park Nature Discovery Centre, please visit essexwt.org.uk/nature-reserves/bedfords or an informal discussion about the role, please contact verityc@essexwt.org.uk or jobs@essexwt.org.uk.



Terms

We are recruiting under a casual worker agreement. There are no set hours under a casual agreement, and any available hours are made available to casual to accept or decline.

Casual hours available will usually be between the hours of 9am and 5pm, Monday to Sunday, all-year round. The majority of available hours are likely to be during School Holidays and weekend opening hours.

The role comes with an hourly rate of £13.08.

How to Apply

Please complete an application form via our website by 9:00am on Thursday 15th October. The interviews will be held on Tuesday 20th October 2026.

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

Verity Collins
Site Manager



Disability Confident Statement

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

Armed Forces Covenant

We are proud to be an employer that supports the Armed Forces Covenant and are committed to supporting those who serve or have served in the Armed Forces, and their families. As part of this commitment, Armed Forces veterans who meet the minimum criteria for an advertised role will be guaranteed an interview.

Third party recruiters and recruitment agencies should note that Essex Wildlife Trust does not accept unsolicited CVs and does not permit agencies to advertise or recruit on our behalf without prior written authorisation. Any agency that submits candidates or reproduces our vacancies without our written consent does so at its own risk and will not be entitled to any related recruitment fees. We reserve all legal rights in respect of unauthorised use of our recruitment materials, branding and vacancy information.

