



Yorkshire
Wildlife Trust

Visitor Centre Assistant (Seasonal) Job Description



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About us

Yorkshire Wildlife Trust is one of the region's largest environmental charities; our mission is to **drive nature's recovery in Yorkshire** across our land and at sea.

We are one of 46 regional Wildlife Trusts working for nature and collectively forming the Wildlife Trusts, one of the largest collective national movements for wildlife in Europe.

Our vision is for **wildlife and people thrive together across Yorkshire's communities, land, rivers and sea**. We work holistically in nature, thinking globally, planning at regional and landscape scale, while delivering our work in partnership with local communities, caring for local wildlife together. Our dedicated team of staff (c.190) and volunteers (c.1000) work together, on behalf of all our members (c.41,000), in every corner of Yorkshire to make this vision a reality.

Since forming in 1946 with our first reserve at Askham Bog, we now steward 115 nature reserves, which cover more than 3000 hectares of land and include some of our most precious wildlife. We also work extensively with other land managers, communities and businesses, to inspire, advise and deliver restoration work, supporting others too play their part in nature's recovery.

We are passionate advocates for Yorkshire's incredible wildlife and wild places. Join us and help create a diverse and inclusive team, committed to driving change for Yorkshire's wildlife, communities and a positive future.





Visitor Centre Assistant (Seasonal)

Job Description

Responsible To: Catering & Hospitality Manager

Responsible For: Occasional volunteers

Location/based at: Spurn Discovery Centre, Kilnsea, East Yorkshire

Date last updated: 14th January 2026

Main Purpose of the Role

To welcome and serve visitors to Spurn National Nature Reserve and Discovery Centre through excellent customer service. This busy and varied role will assist with all front of house operations including, greeting visitors on arrival, taking payments for car parking and retail sales, and supporting the café team by taking orders and preparing and serving food and drink. This flexible role will also contribute to maintaining tidy and attractive facilities throughout the Centre which welcomes around 60,000 visitors a year.

Tasks and responsibilities

Visitor Experience

- To provide excellent customer service to all visitors within the Visitor Centre; greeting and thanking all visitors for their support; helping visitors to navigate their way around the reserve to ensure the best experience on the day.
- To flexibly work across the café, retail area, visitor welcome and day-to-day centre tasks to best provide visitor support where it is most needed throughout the day, as instructed by the Catering & Hospitality Manager.
- To provide visitors with up-to-date and accurate information about the nature reserve and its facilities.
- Ensuring visitors to the reserve are kept safe by communicating potential site hazards in an articulate, polite and efficient way.





- To maintain tidy and attractive visitor facilities, including all front of house areas (shop, membership areas and café).
- To deliver key messages about YWT's purpose and activities to visitors to further support the charity, including the important role of members to help continue our work across Yorkshire to put nature into recovery.

Discovery Centre Café

- To take visitor food and drink orders
- To prepare food and drinks to a high standard in compliance with all relevant food hygiene regulations
- To help maintain a clean and safe kitchen and café
- To proactively encourage the sale of refreshments and merchandise; providing visitors with the provenance and sustainability of produce

Discovery Centre Operations

- To operate tills; safely and securely processing payments
- To accept and keep secure any donations made to the Trust
- To work with the Catering & Hospitality Manager to ensure retail products are regularly replenished, products are consistently well displayed, and stock is secured as instructed
- To help to increase sales through visitor engagement and excellent customer care
- To support the recruitment of new Yorkshire Wildlife Trust members on site
- To assist with cleaning duties throughout the Centre in compliance with Health & Safety regulations

Other

- Promote the Trust and partner organisations whenever possible.





- Demonstrate our Trust values every day behaving with courage, respect, and integrity whilst trusting others and taking responsibility for your actions at all times.
- Support and promote the Trust's commitment to equality, diversity and inclusion.
- The Trust is committed to safeguarding and promoting the welfare of children, young people, and adults at risk and expects all staff and volunteers to share this commitment.
- Abide by all Trust policies.
- Undertake any other duties as requested by your line manager and in line with the post.





Person Specification

Experience	Essential/Desirable
Experience working in a customer focused environment	Essential
Experience in a retail/cafe environment or visitor centre	Essential
Cash/payment handling experience	Desirable
Experience of food preparation	Desirable
Relevant experience in sales, fundraising or hospitality role	Desirable
Knowledge and Skills	Essential/Desirable
Excellent communication and people skills	Essential
Good organisational skills	Essential
Health and safety compliance	Desirable
Knowledge and affinity of the Trusts work	Desirable
Knowledge (or willingness to develop) and enthusiasm for the environment and nature conservation	Desirable
Proven sales skills	Desirable
Personal Qualities	Essential/Desirable
Positive and enthusiastic about customer services	Essential
Personable and friendly	Essential
Essential Qualifications/Requirements	Essential
Willing and able to travel regularly to a remote site in East Yorkshire	Essential
Customer services qualification	Desirable





Basic Food hygiene (Level2)	Desirable
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Terms and Conditions

Salary:	£22,995 per annum pro rata (£12.60 per hour)
Hours:	15 hours a week, worked on a flexible rota including weekends. The nature of the post's duties may occasionally require evening work. Paid overtime may be available.
Contract:	Fixed Term until 1 st November 2026. A probationary period of 6 months applies to new staff, during which you must complete all essential, mandatory training.
Flexibility:	Whilst ensuring the needs of the business and the role are met, the Trust endeavours to meet the flexible working needs of its employees. Depending on the nature of the role, the Trust offers hybrid working (a mix of office and at home).
Holidays:	30 days per annum inclusive of 3 office/site closure days over the Christmas period, in addition to national public holidays, rising to 33 days after 5 years' service. All leave is pro rata for part time employees.
Pensions:	You may be eligible to be auto enrolled into the Trust's Pension Scheme. Terms of the scheme are available on request from Finance.





Employee Assistance Programme:	The Trust provides an Employee Assistance Programme. This is a confidential service which aims to provide staff with support for a range of issues.
Health Questionnaire:	You will be asked to complete a health questionnaire in order to identify and support or adjustments you may require.
Equal Opportunities:	Yorkshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs.
Place of Work:	The post will be based at Spurn Discovery Centre, Kilnsea
Travel:	Public transport is encouraged although pool vehicles are available. In exceptional circumstances the use of the employee's own vehicle may be necessary for business use, at a mileage rate of 45p per mile.
Training & Professional Memberships:	The Trust is fully committed to personal development and training and supports achieving and maintaining professional memberships and accreditations, with any essential-to-role professional memberships paid for by the Trust.

