



MARGATE CAVES COMMUNITY EDUCATION TRUST

Role Description Visitor Assistant Volunteer

Background

Following an eight-year campaign, The Margate Caves Community Education Trust (TMCCET) charity secured £1.1m Heritage Lottery and £420,000 Big Lottery funding to create a landmark building that includes community facilities including a cafe, shop, community rooms and garden area alongside a visitor centre that will provide access to the restored Caves, which were closed to the public in 2004.

Due to open in July 2019, Margate Caves will be a heritage visitor attraction with a brand-new Visitor Centre with a café and shop. The space will allow for an exciting and engaging programme of interpretation, activities and events to engage audiences with the site's history and environmental heritage.

The site also includes a purpose-built, self-contained Community Rooms and garden area. This facility is available to schools, community groups and individuals wanting to use the spaces for their own activities and events.

Purpose of the role

The main purpose of this important volunteer role is to support the Centre Manager in providing a welcoming and friendly service for visitors to the Caves. This role will include being underground in the Caves.

Tasks will include:

- Offer a warm and friendly welcome and provide a brief orientation of the site;
- Convey the story of the Caves by actively engaging with visitors, answering their questions, telling stories about the Caves history, and pointing out special features;
- Ensuring safety of visitors during their visit to the Caves;
- Nurture friendly relationships with customers to increase loyalty and boost our reputation, bearing in mind our community values and ethos;
- Attending training sessions.

Time Commitment

Time commitment will be matched as far as possible to what would suit you and fits in with the opening hours of the Centre and other volunteers.

Skills

We are looking for volunteers with the following skills to fit with our charitable ethos and our team:

- Outgoing and friendly;
- Patient and understanding with customers;
- To be able to work with people of all ages and backgrounds;
- Team player;
- A self-starter able to work on your own initiative;
- Computer literate an advantage (but not essential);
- Willing to ask for help when needed;
- Good timekeeping and a strong commitment to honouring agreed volunteer time slots.

Training and Support

- Induction to Margate Caves;
- Training for the role, other training may be available to skills build;
- Volunteer handbook;
- Regular updates on the charity's activities;
- Support, advice and guidance from the Margate Caves Team;
- Public Liability cover.

Benefits to volunteer

- The opportunity to develop new and existing skills and gain experience volunteering at a heritage site;
- A chance to meet new people;
- A chance to be part of an exciting and interesting project;
- The satisfaction of knowing you are making an important contribution to the work of the Margate Caves Trust;
- Celebration events;
- References on request;
- Discount in the shop;
- Travel expenses.

TERMS AND CONDITIONS

Duration

Dependent on the needs of volunteers and the seasonal nature of the work.

Trial Period

All new posts are subject to a trial period. New volunteers will meet regularly with their manager to discuss any issues they may have and assess progress and performance.

Training

Training needs are assessed continuously and appropriate on the job training is provided.

Parking

TMCCEt are **not** able to offer volunteers parking on site.

EQUALITY STATEMENT

The TMCCEt recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees and volunteers to utilise the skills of the total workforce. It is the aim of the organisation to ensure that no employee, volunteer or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

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This role profile is provided to assist the volunteer to know their principal duties. It may be amended from time to time in consultation with you.

HOW TO APPLY

Please email an application form to Kayleigh, manager@margatecaves.co.uk with contact details and we will make arrangements for next steps.