



THE
MARGATE
CAVES

THE MARGATE CAVES COMMUNITY EDUCATION TRUST

Centre Manager

Job Description

Salary: £35,000-£40,000

Location: Margate Caves, 1 Northdown Road, Margate, Kent CT9 1FG

Reporting to: The Chair of TMCCET

Working hours: Full Time and variable, including weekends, evenings and Bank Holidays

Deadline: 18 November 2024

Interviews: 6 December 2024

Background

The Margate Caves have been welcoming visitors since 1863. Originally dug as a chalk mine in the 18th century, and then laying forgotten for more than 100 years they were rediscovered and restored for personal recreation and then, eventually, as a tourist attraction. Despite the Caves' popularity during the Victorian period and on into the 20th Century, they were closed in 2004.

Following a long campaign, and major funding from the National Lottery Community Fund and Heritage Lottery Fund, The Margate Caves Community Education Trust (TMCCET) charity re-opened the Caves in 2019, creating a landmark visitor centre that includes a café, shop, community rooms and garden.

Today, our heritage and our community lie at the heart of everything we do.

Role Profile

You will effectively manage the day-to-day running of the visitor centre, Caves, café and community rooms and manage a small team including the Duty Managers, front-of-house staff and volunteers.

Our Centre Manager will ensure that all our visitors feel welcome and you will support and motivate your team to ensure excellent customer service is delivered every time.

You will be responsible for establishing new, and implementing existing, strategy frameworks, PR and marketing plans, programming, staff recruitment and training and operating systems.

Priorities and responsibilities

This is a diverse role encompassing strategic business, education and project development, marketing, monitoring and evaluation, and centre management. There is a requirement to manage and coordinate several project strands at a time, with opportunities for innovation and creativity. Key duties will include:

- Implementing the various strategies and policies within TMCCET's plans including: marketing, volunteering, outreach and equality;
- Contributing to and achieving both gross and net income targets;
- Acting as the main point of contact for trustees;
- Ensuring the Business Plan is kept up to date, reflects the visitor attraction as it develops and continues to ensure that Margate Caves is sustainable, and reporting changes to the plan at the earliest opportunity to TMCCET Board;
- Seeking commercial opportunities to raise awareness of the Margate Caves brand and to provide additional income;
- Playing a vital role in working to develop a long-term sustainable model for the Caves;
- Developing and managing the Marketing Strategy;
- Seeking additional grant funding to secure future project work;
- Developing an innovative approach to taking the Caves into the community;
- Managing all full and part-time staff, and overseeing management of volunteers;
- Managing the day-to-day operation of Margate Caves, including staff and volunteer rotas;
- Leading on the management of Health & Safety and risk management;
- Developing a strategy for making our Archive accessible;
- Evaluating the business and providing financial and progress reports for trustees as required;
- Promoting equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues, visitors and volunteers are treated fairly and with respect and dignity;
- Undertaking any other appropriate duties as required;
- Other tasks as directed by trustees.

The role involves regular weekend working, as well as working during the school holidays, on Bank Holidays and over the Christmas period on a rota basis.

Essential knowledge, skills and experience

- Proven track record in successfully managing a public-facing organisation;
- Understanding of a heritage or conservation environment;
- Good financial acumen, with practical experience of growing income whilst controlling costs;

- Experience of working in a commercial or customer-focussed environment;
- Experience of delivering outstanding customer service;
- Genuine enthusiasm for working with children and adults;
- Great people management skills, with the ability to motivate a team;
- Experience recruiting and training new team members, as well as developing experienced team members, setting targets and conducting reviews;
- Proven track record of high performance in achieving targets, as well as confidence leading others to achieve targets;
- A proven self-motivator, able to work with varying pressures without immediate assistance from a manager;
- Willingness to work towards an appropriate charity sector qualification;
- Good understanding of TMCCEt and our charitable aims;
- Knowledge of relevant Health & Safety procedures;
- Experience of assessing and managing risk;
- Good IT skills;
- Strong verbal and written communication skills;
- Ability to drive and access to a vehicle.

Desirable knowledge, skills and experience

- First Aid At Work qualified;
- Experience of running events;
- Experience of working in a charity environment.

How to apply

Applications should be emailed to trustee@margatecaves.co.uk no later than 1700hrs on 18 November 2024. Your application should include:

- Current CV;
- Personal statement, identifying how you meet the Essential and Desirable criteria for this role;
- 2 professional referees.

Referees will only be contacted once the successful candidate has formally accepted a job offer.

Short-listed candidates will be notified by email and invited to a face-to-face panel interview in Margate on 6 December 2024. Candidates will be asked to prepare a ten-minute presentation. There will be the opportunity to ask for any reasonable adjustments you might need at interview.

TMCCEt is an inclusive employer; we recruit on the basis of ability.