



THE
MARGATE
CAVES

THE MARGATE CAVES COMMUNITY EDUCATION TRUST

Visitor Assistant

Job Description

Salary: National Minimum Wage

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

Reporting to: Centre Manager, Cafe/Duty Manager

Working hours: Zero-hour/casual contract, part-time and variable, including weekends, evenings and Bank Holidays

Deadline: 28 January 2026

Interviews: 5 February 2026

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

The Visitor Assistant role provides an exceptional visitor experience for all visitors to the Margate Caves. You will be expected to work with a small team of staff as well as volunteers across all business operations including the café, shop and community spaces. Successful applicants will be required to be friendly and courteous to all visitors, volunteers and other members of staff at all times.

Priorities and Responsibilities

- Upholding and sharing the values of TMCCET, using the Quality Keystones to ensure we are delivering a great customer experience for everyone, every time;

- Ensuring that all visitors, shop and café customers are welcomed and receive the best possible customer service during their visit;
- Greeting visitors, recording visitor numbers, taking admissions and retail payments;
- Assist in the day-to day-operations of the Café, including serving customers, cooking, cleaning, handling money and clearing tables;
- Maintain the Café environment so that it is clean, safe and inviting for customers;
- Answering the telephone and responding appropriately to enquiries;
- Operating the till, with responsibility for accurate cash handling activities and following cash handling procedures;
- Engage with visitors, enabling them to explore and enjoy the Caves;
- Ensuring that product lines and promotional leaflets are well stocked and merchandised to desired standards;
- Ensure the cleanliness and good presentation of the Centre;
- Assisting with shop stock control and pricing;
- Ensuring safety of visitors and regulating visitor-flow, as well as responding effectively to an emergency;
- Assisting with workshops, group/schools and events bookings administration including processing bookings and payment;
- Events and other activities;
- Perform any other duties as reasonably requested.

Essential Skills & Experience:

- Level 2 Food Hygiene or Food Handling Certificate is required (training will be given if not held);
- Ability to cook and a knowledge of food;
- Able to develop good working relationships, and enjoy meeting and working with people at all levels and from diverse walks of life;
- A pleasant personality with a sense of humour and the ability to establish a rapport with volunteers and customers;
- A working knowledge of Health and Safety and Food Hygiene legislation;
- Ability to work flexibly and with additional hours when necessary;
- Willingness to work weekends and Bank Holidays.

Desirable Skills & Experience:

- Experience of Cash Handling;
- Experience of working within a comparable busy café environment;
- A basic level of IT skills.

Our Values at Work:

- Customer-first: welcoming, polite and friendly to all;
- Committed: working hard for our visitors, team, and community;
- Inclusive and diverse: we embrace and celebrate people's differences;
- Informative and passionate: enthusiastic about heritage and learning opportunities;
- Professional: skilled, responsible and respectful.

Other Information:

All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in at The Margate Caves, as well as visitors.

All employees have a duty to comply with the Charity's Equal Opportunities and Diversity Policy in their contacts with other staff, volunteers, customers and visitors.

The post holder will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the Data Protection Act.

Failure to meet all of the essential criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual professional development will be supported and encouraged.

How to apply

Applications should be emailed to trustee@margatecaves.co.uk no later than 1700hrs on 28 January 2026. 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 at The Margate Caves on 5 February 2026. 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.