



# THE MARGATE CAVES

## **THE MARGATE CAVES COMMUNITY EDUCATION TRUST Visitor Experience and Operations Manager Job Description**

Salary: £32,000-£35,000

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

Reporting to: The Centre Director

Working hours: Full Time. Normal hours of work are not variable; however, the working pattern will vary. The role requires regular weekend and Bank Holiday working, together with occasional evenings. Flexibility will be managed through a rota system.

Deadline: 26 June 2026

Interview: 3 July 2026

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### **Background**

The Margate Caves is a unique heritage attraction that has been welcoming visitors since 1863. We re-opened in 2019 following a major restoration project.

Operated by The Margate Caves Community Education Trust (TMCCET), our landmark visitor centre includes the historic Caves, café, shop, community rooms and garden. Today, our heritage and our community lie at the heart of everything we do.

**Our Mission:** To offer a great customer experience, for everyone, every time.

### **Role Profile:**

To lead the day-to-day operation of the Margate Caves, ensuring an outstanding visitor experience, safe and compliant operations, effective management of staff and volunteers and the successful delivery of commercial, educational and community activities.

This is an exciting opportunity to join one of Kent's most distinctive heritage attractions at a pivotal stage in its development. You will play a key leadership role in shaping the visitor experience, supporting our team and helping grow the impact of a much-loved community charity.

### **Priorities and Responsibilities:**

Visitor Experience:

- Champion exceptional customer service standards across the organisation;
- Ensure a welcoming, inclusive and engaging visitor experience;
- Monitor visitor feedback and implement service improvements;
- Oversee admissions, tours, retail, café, education and community activities;
- Support interpretation and visitor engagement initiatives.

#### Operations & Compliance:

- Lead the day-to-day operation of the attraction;
- Manage opening and closing procedures;
- Lead Health & Safety management across the site;
- Maintain compliance with mining regulations and operational procedures;
- Conduct inspections, audits and risk assessments;
- Manage incident reporting and emergency procedures.

#### People Management:

- Coordinate Duty Manager rotas and staffing arrangements;
- Ensure effective deployment of staff and volunteers;
- Provide line management, coaching and support to Duty Managers;
- Conduct regular supervision and performance reviews;
- Promote a positive and professional working culture;
- Support staff and volunteer development.

#### Commercial Performance:

- Monitor operational budgets and performance indicators;
- Identify efficiencies and opportunities for improvement;
- Support delivery of commercial and visitor experience targets.

#### Facilities & Maintenance:

- Oversee cleaning operations and facilities maintenance;
- Ensure high standards of presentation throughout the site;
- Manage contractors and maintenance requirements.

### **Essential Skills and Experience:**

- Proven track record of successfully managing a public-facing organisation;
- Proven leadership and people management experience, including recruitment, performance management, coaching and team development;
- Experience of delivering outstanding customer service;
- Experience of operational management;
- Knowledge of relevant Health & Safety procedures;
- Experience of assessing and managing risk;
- Excellent organisational and problem-solving abilities;
- Experience of organising and running events;
- Proven track record of high performance in achieving targets;
- Good financial acumen, with practical experience of growing income;
- A proven self-motivator, able to work autonomously with varying pressures;
- Willingness to work towards professional development qualifications;
- Ability to swiftly understand and support the TMCCE's mission and values;
- Good ICT skills;
- Strong verbal and written communication skills.

### **Desirable Skills and Experience:**

- Experience within a heritage, tourism, leisure or hospitality environment;
- Knowledge of visitor attraction operations;
- Understanding of mining or regulated site environments;
- Experience of working in a charity environment;
- First Aid at Work qualified;
- Ability to drive and access to a vehicle.

### **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 & 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.

Staff benefits include an employer pension contribution, Employee Assistance Programme, Bright Exchange employee discounts platform, discounts in our café and shop, flexible working arrangements where operationally possible, training opportunities and on-going professional development support.

### **How to apply:**

Applications should be emailed to [trustee@margatecaves.co.uk](mailto:trustee@margatecaves.co.uk) no later than 1700hrs on 26 June 2026.

Your application should include:

- Current CV;
- Personal statement, identifying how you meet the Essential and Desirable criteria;
- 2 professional referees (who 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 3 July 2026. 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 committed to equality, diversity and inclusion. We welcome applications from people of all backgrounds and recruit on the basis of ability, potential and values.