



THE MARGATE CAVES

THE MARGATE CAVES COMMUNITY EDUCATION TRUST

Café Manager

Job Description

Salary: £26,000 - 28,000 (pro rata)

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

Reporting to: Centre Manager

Working hours: Working hours will vary during the year due to the seasonal nature of the role. For approximately 28 weeks of the year, work will be full-time hours (35+ hours per week). For approximately 21 weeks of the year, work will be part-time (21 hours per week). Including weekends, evenings and Bank Holidays. Adjustment to working hours may be needed to meet operational requirements. Any changes will be made reasonably, discussed in advance and as much notice will be given as practicable. Where additional hours are worked, these will be agreed in advance and paid in accordance with the contract.

Deadline: 6 February 2026

Interviews: Week commencing 23 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

To lead the transformation and daily management of the Margate Caves Café, creating a high-quality, community-focused food and drink offer that enhances the visitor experience. The Café Manager will also contribute to trend awareness, volunteer development, and

serve as an ambassador for the organisation through outreach and external engagement opportunities. They will be responsible for budget tracking and managing Café income and outgoings.

The Café Manager will also support volunteers and staff with training and development, manage the café volunteer rota, and help generate creative Café-led initiatives for events and peak periods. They will ensure the Café contributes to the broader goals of the Centre in a safe, collaborative, and commercially successful manner.

As a Caves Duty Manager they will be accountable for various daily operations, including on-duty team management.

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;
- Take initiative in shaping the Café's identity and presence within the local food and drink landscape, actively seeking collaboration with other local businesses and suppliers;
- Operate and oversee all aspects of the café service, including food preparation, volunteer support, and customer service;
- Cater to events in the Community Rooms and Caves, when required;
- Lead on themed events and initiatives around peak periods, ensuring the delivery of an enjoyable and dynamic visitor experience;
- Develop the Café offer creatively and commercially – from menu planning to supplier sourcing;
- Maintain a welcoming, clean, and compliant environment, with clear hygiene and allergen practices;
- Train and supervise café assistants and volunteers;
- Contribute to the Centre's financial sustainability by meeting cost-of-goods, income and waste reduction targets;
- Proactively introduce seasonal or themed café offerings to align with school holidays or events;
- Work collaboratively with the Centre Manager to align Café goals with broader visitor centre aims;
- Day-to-day management of Health & Safety and risk management;
- 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/dignity;
- Undertaking any other appropriate duties as required, and acting as site lead when the Centre Manager needs;
- Act as keyholder for opening and closing procedures;
- Maintaining appropriate customer confidentiality information and complying with all aspects of the Data Protection Act.

Essential Skills & Experience:

- Experience running a coffee shop, café, bistro or small food outlet;
- Proven skills in people management and food service delivery;

- Creativity in menu development and customer engagement;
- Confident with stock, pricing, and supplier negotiation;
- Competent IT, numeracy and literacy skills;
- Level 3 Food Hygiene;
- Great people management skills with the ability to motivate a team;
- Energy and persistence to see tasks through to successful completion and able to work flexibly and with additional hours when necessary;
- Willingness to work unsociable hours including weekends;
- Good understanding of TMC CET and our charitable aims.

Desirable Skills & Experience:

- Interest in community-led food initiatives;
- Experience working in an arts, culture, heritage or charity environment;
- Up-to-date First Aid at Work qualification;
- Additional language or communication skills (e.g. BSL).

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 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 6 February 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 during week commencing 23 February 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 an inclusive employer; we recruit on the basis of ability.