



# THE MARGATE CAVES

## **THE MARGATE CAVES COMMUNITY EDUCATION TRUST**

### **Centre Director**

#### **Job Description**

Salary: £35,000-£38,000 per annum for 28 hours per week (equivalent to £46,875-£50,893 FTE)

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

Reporting to: The Board of Trustees

Working hours: 28 hours per week. 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: 1 July 2026

Interview: 10 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 provide strategic leadership for The Margate Caves Community Education Trust, ensuring the long-term sustainability, growth and success of the organisation. The postholder will lead organisational development, financial sustainability, fundraising, partnership working, staff and volunteer development, and audience growth whilst ensuring TMCCET delivers both its charitable objectives and an exceptional visitor experience.

This is an exciting opportunity to lead one of Kent's most distinctive heritage attractions at a pivotal stage in our development, helping to shape the charity's future while delivering lasting benefits for our community.

#### **Priorities and Responsibilities:**

##### **Strategic Leadership**

- Develop and implement the strategic vision and business plan for the Margate Caves;
- Identify opportunities for growth, innovation and organisational development;
- Support the Board of Trustees in delivering the Trust's charitable objectives.

### **Financial Sustainability**

- Lead budget planning and financial monitoring;
- Identify and develop income generation opportunities;
- Support fundraising initiatives, grant applications and sponsorship opportunities;
- Monitor organisational performance against agreed targets.

### **Partnerships & Stakeholder Engagement**

- Develop and maintain relationships with funders, local authorities, schools, community groups and business partners;
- Represent TMCCET at external meetings and events;
- Act as an ambassador for the Margate Caves.

### **People & Culture**

- Provide leadership and support to staff and volunteers;
- Oversee recruitment, on boarding and staff development;
- Promote a positive, inclusive and professional organisational culture;
- Ensure effective communication across the organisation.

### **Governance**

- Support the Board of Trustees with reporting and governance requirements;
- Ensure compliance with organisational policies and procedures;
- Contribute to risk management and organisational planning.

### **Operational Oversight**

- Provide strategic oversight of visitor experience, operations, retail, café, education and community engagement;
- Support the Visitor Experience & Operations Manager in achieving operational objectives;
- Provide senior operational support and cover where required.

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

- Experience of strategic leadership and organisational management;
- Experience of strategic marketing and communications generating growth;
- Strong financial management skills, including budgeting, monitoring performance and identifying income growth opportunities;
- Experience of partnership development and stakeholder engagement;
- Experience of project management, funding applications, monitoring and evaluation;
- Ability to lead and motivate diverse teams, including volunteers;
- Commitment to community engagement and visitor experience;
- Excellent communication and interpersonal skills;
- Proven people management experience, including recruitment, performance management, coaching and team development;
- Experience of delivering the strategic vision for outstanding customer service;
- Experience of operational management;
- Responsibility for relevant Health & Safety procedures;
- Responsibility for assessing and managing risk;
- Excellent organisational and problem-solving abilities;
- Strategic oversight for the organising and running of events;
- Proven track record of high performance in achieving targets;
- 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 TMCCET's mission and values;
- Excellent ICT 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 1 July 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 10 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.