



THE
MARGATE
CAVES

**THE MARGATE CAVES
COMMUNITY EDUCATION TRUST
Visitor Assistant Job Description**

Salary: National Minimum Wage plus staff benefits

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

Reporting to: Duty Managers

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

Deadline: 25 June 2026, Interviews: 6 July 2026

Start date: Mid July

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.

Role Profile:

The Visitor Assistant role provides an exceptional visitor experience for all visitors to the Margate Caves. You will be expected to work effectively with a small team of staff and volunteers across all business operations including the café, shop and community spaces. Successful applicants will be required to provide excellent customer service to our visitors and be a friendly and courteous team player.

Priorities and Responsibilities:

- Upholding and sharing the values of TMCCET, using our 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;
- Welcoming visitors, recording visitor numbers, taking admissions and retail payments;

- Engaging with visitors, enabling them to explore and enjoy the Caves;
- Assisting in the day-to-day operations of the café, including serving customers, preparing drinks, cleaning, handling money and clearing tables;
- Answering the telephone and responding appropriately to enquiries;
- Operating the till, with responsibility for accurate cash handling activities and following cash handling procedures;
- Ensuring that retail product lines are well stocked and merchandised to desired standards;
- Assisting with shop stock control, unpacking deliveries and pricing;
- Ensure the cleanliness and good presentation of the Centre;
- Ensuring safety of visitors and regulating visitor-flow as well as responding effectively to an emergency;
- Assisting with workshops, groups/schools and events bookings administration, including processing bookings and payments;
- Assisting with events and other activities;
- Performing any other duties as reasonably requested.

Essential Skills & Experience:

- Experience of working in a busy public-facing environment with excellent customer service skills;
- Able to develop good working relationships, and enjoy meeting and working with people at all levels and from diverse walks of life;
- An empathetic and supportive approach to working alongside volunteers;
- Experience of cash handling;
- A basic level of ICT skills;
- Reliable and punctual;
- Ability to work flexibly and with additional hours when necessary;
- Willingness to work weekends and Bank Holidays.

Desirable Skills & Experience:

- A working knowledge of Health and Safety and Food Hygiene legislation;
- First Aid qualification;
- Barista experience;
- Experience of visual merchandising and stock control;
- Interest in Margate and its heritage;

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.

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 no later than 1700hrs on 25 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 at the Margate Caves on 6 July 2026. 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.