

JOB DESCRIPTION

Job Title: Education Team Member and Tour Guide

Reporting To: General Manager and Education Officer

Job Type: Part Time, Permanent

Outline of job

The main responsibility of this job role is to assist the education team at Kents Cavern in delivering the nationally significant education and outreach programme. You will do this by conducting educational tours of the cave, as well as hosting up to three, half an hour activities on site.

The educational visits typically lasts 4 hours, and take place during term time for classes from the Early Years Foundation Stage through to University level, for a broad range of topics such as evolution, rocks and fossils, light and dark and the English Riviera UNESCO Global Geopark as well as many more. The majority of our visits are for Key Stage Two classes learning about the Stone Age in Britain.

As part of the job role, you will be required to train as a Kents Cavern Tour Guide in order to familiarise yourself with the information associated with the cave and our health and safety procedures. This role is principally concerned with entertaining and leading visitors of all ages on guided tours around the cave system. However, outside of the caves you are expected to undertake retail shop operations, ticketing and other customer service related operations. Additionally you are expected to undertake site cleaning and maintenance duties, as directed. You will also be expected to keep the children's activity area and woodlands safe and clean. Successful candidates will be offered the opportunity to work guiding shifts throughout the school holidays and during quieter times during the school term. The candidate will need previous experience of working with children or experience of working in a heritage setting and an enthusiastic approach to learning. Previous experience delivering education sessions would be advantageous. Excellent interpersonal and customer service skills, a smart appearance and a confident approach to dealing with the public are essential.

The role involves constant interaction with children of all ages and the general public so the candidate must be able to deliver consistent quality to a varying number of visitors through the application of good preparation and planning. You will be required to wear uniform that is provided.

PLEASE NOTE: *Minimum age for this job role is 18 and above.*

Outline of Duties

The following list is an outline of duties required from the role.

Education

Host educational tours around the cave (1hr15m) to pre-booked groups.

Host up to three 30 minute activities with pre-booked groups.

Carry out daily safety checks in the cave and woodland trail.

Ensure that all activity areas are set up and presentable before each school arrives.

Carry out adequate cleaning of all areas used by the school groups before the end of each shift.

Guiding

(4 to 6) 45 minutes presentations around the cave per day.

Carrying out daily safety checks around site.

Sweeping the paths and patio areas.

Litter-picking the site and car park.

Maintaining the cleanliness of toilet facilities.

Maintaining and clearing site bins and wastage.

Ticketing & Retail Operations

General front of house reception duties.

Welcoming and directing visitors.

Responsible for stock control, shop displays and cleanliness of the retail space.

Follow opening and closing procedures.

Answering the telephone and providing callers with information about the attraction.

Health and safety

The company has a clear health and safety policy and this must be followed at all times. Checklists and procedures assist in the delivery of this policy and must be completed thoroughly. Full training will be given.

Other Duties

The above list is not designed to be exhaustive and you may be asked to assist in other areas as required by the business and subject to the necessary training being given. We pride ourselves on the team spirit which operates not only within departments, but also between departments and a good candidate will be prepared to step in and help in any department where they can see a need.

FURTHER INFORMATION

Successful applicants will be subject to a background check through the Disclosure and Barring Service.

Hours

The role requires the candidate to be able to work daytime shifts Monday – Friday, hosting educational visits or as a cave guide depending on the time of year. Our educational visits take place throughout the school term and peak general public visits are throughout the school holidays. Any existing holiday commitments should be noted on your CV and we will take these into consideration when determining your suitability for the role.

How To Apply

Please send in your CV to:

Elliot Ling

Kents Cavern Prehistoric Caves

Ilsham Road

Torquay

TQ1 2JF

Alternatively email your application to caves@kents-cavern.co.uk

Deadline Date

Deadline for applications is Midnight on 6th February.

Interview Date

Interviews will take place on 11th and 12th February.

Candidates selected for interviews will be asked to give 5 minute verbal presentation highlighting their previous experience working with children or in a heritage setting.

Start Date

Applicants must be available for training beginning 17th February.

Updated January 2019