



# Christmas Elf

## 2024

Recruitment Pack



& BUXTON COUNTRY PARK



**Buxton Civic Association**  
buxtoncivicasociation.org.uk



Poole's Cavern Visitor Centre  
Green Lane, Buxton, SK17 9DH  
01298 26978

communications@buxtoncivicasociation.org.uk

Registered Charity No. 258163

# About us

## Who we are

Buxton Civic Association (BCA) is the leading environmental and heritage charity in Buxton. Campaigning and working for the conservation and enhancement of the built and natural environments, and heritage of Buxton. We are also a Limited Company. We were established in 1967 and are a dynamic and forward looking organisation, always looking to get better at what we do.

We are unusual as a Civic Association / Trust in that we own and manage the most successful paying visitor attraction in the town; Poole's Cavern, alongside 10 woodlands totalling c. 200 acres, including Buxton Country Park. The cave attracts over 50,000 visitors a year, whilst thousands more visit our adjacent woodlands.

BCA is a voice for wildlife, heritage and the environment in Buxton. We actively campaign, persuade, promote and educate. BCA cares about Buxton.

## Our values

We value...

- ...the environment; natural and built.
- ...the people of Buxton and beyond.
- ...the benefit of bringing the two together.

## Our purpose

To promote the preservation of the historical and environmental heritage of Buxton for the public benefit.

## Our characteristics

- We're do-ers; we are defined by our actions.
- We're active; we persuade, promote, encourage, campaign, and educate.
- We're responsible; we conserve, manage, maintain; we're sustainable.
- We work openly, collaboratively, and in partnership.











**Caring About Buxton**  
buxtoncivicasociation.org.uk

## Job description

### Job title: Christmas Elf – Buxton Civic Association

**Post holder's immediate supervisor:** Assistant Manager, Visitor Experience

**Hours of work:** Grotto weekends from 30 November- (and including) 22 December. Monday 23<sup>rd</sup> and/or Tuesday 24<sup>th</sup> December. You will be expected to be available for all shifts between the hours of 9am and 5pm.

**Place of work:** Poole's Cavern Visitor Centre

**Salary:** £8.60 per hour upwards according to age

**Terms of appointment:** Zero hours contract over a Fixed Term from 20 November – 24 December 2004.

#### 1 Job purpose

As a Christmas Elf you will ensure that every visitor has a magical experience whilst at Poole's Caverns popular Santa's Grotto event this Christmas. We are looking for actors to perform with Santa in our natural limestone cave in shifts lasting approximately 90 minutes. You will remain in character whilst supporting the smooth running of Santa's Grotto as well as undertaking other duties.

The Christmas Elf will chaperone families from the meeting point to Santa and ensure the event timings are adhered to. They will be a joyful face for families to interact with and will support Santa to create a memorable experience for everyone who visits. Other duties will include meet and greet in the centre as Santa's Elf in character, assisting with present organisation and grotto set maintenance and cleaning.

This role requires outside work, and an elf costume will be provided.

*Please note: the temperature in the cave is a constant 7 degrees.*

#### 2 Principal duties and responsibilities

##### Your key responsibilities will include:

- Greet families as they arrive at Santa's Grotto and discreetly provide Santa with the children's names.
- Participate in the magical experience with Santa, ensuring every family visit is special.
- Select thoughtful, age-appropriate gifts for the children.
- Label and organise presents, preparing them for delivery in Santa's enchanted box.
- Capture memorable group photos for families to cherish.
- Spread a touch of magic and sparkle throughout the Grotto.

- 
- Deliver exceptional customer service with a touch of Christmas magic.
  - Help maintain and tidy the Grotto set, ensuring it remains in top condition.
  - Guarantee a safe, joyful, and unforgettable experience for all visitors.
  - Willingness to work inside and out and take a hands-on approach– recognising the terrain of our sites and the temperature of our caves.

### **Essential skills required**

- Possess an outgoing and confident personality.
- Previous experience in performing or entertaining for live audiences
- Comfortable and confident at performing in character and improvising as needed.
- Have the physical stamina to stand and move around for extended periods in a cold, damp cave environment.
- Able to memorise and deliver short scripts.
- Quick thinking and ability to improvise when necessary, solving problems on the go whilst staying in character.
- Work collaboratively with a larger team to create a seamless, high-quality event.
- Uphold and promote BCA values while demonstrating environmental responsibility.

### **Desirable skills**

- Experience working with individuals with Special Educational Needs (SEN), demonstrating inclusivity and adaptability.
- Experience working in outdoor settings or unique environments such as subterranean spaces.

**Prepared by/author:** Alison Ewart    **Date:** September 2024

**Job title:** Assistant Manager, Visitor Experience



# Recruitment Process & Next Steps

The closing date for applications is: **Monday 21st October 2024.**

Please submit your CV and cover letter to  
[alison.ewart@buxtoncivicasociation.org.uk](mailto:alison.ewart@buxtoncivicasociation.org.uk)

Please use your cover letter to tell us why you think you are the right person for this role and how you meet the essential knowledge, skills and experience we've outlined in our pack, supported by your CV. Please also confirm you're available for all the shifts (hours) outlined in the job description.

BCA recognises the positive value of diversity, promoting equality and challenging discrimination. We welcome and encourage job applications from people of all backgrounds and aim to be an organisation that reflects our audiences and communities.

## Interviews

Interviews will take place in person in Buxton commencing the week of the 28 October 2024.

The interview process will include:

- Panel Interview
- 2 minute performance / monologue / poem.

