

# Assistant Manager – Maintenance & Compliance

Recruitment Pack



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

01298 26978

[communications@buxtoncivicassociation.org.uk](mailto:communications@buxtoncivicassociation.org.uk)

Registered Charity No. 258163



Buxton Civic Association  
[buxtoncivicassociation.org.uk](http://buxtoncivicassociation.org.uk)

# 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 were established in 1967 and are a dynamic and forward looking organisation, always looking to get better at what we do.

## Purpose

To conserve and enhance the historical and environmental heritage of Buxton and surrounding area for the benefit of the residents and visitors.

## Mission

We celebrate the natural and human heritage of Buxton including its outstanding buildings and wildlife. We conserve and enhance this heritage and advocate its importance in making Buxton a special place to live or to visit.

- We own and manage important heritage sites for conservation and public benefit including Poole's Cavern and Buxton Country Park (Grinlow Woods Site of Special Scientific Interest with its important wildflower grasslands and archaeological sites) and nine other woodlands that encircle the town.
- We create opportunities for recreation, research, learning, contact with nature, well-being, exercise and social interactions that are vital to our local communities.
- We manage Poole's Cavern as the leading visitor attraction in Buxton and the British Cave Research Centre.
- We vet and comment on all important planning applications and strategic plans in the town, seeking to improve development work wherever possible.
- We seek to educate others about the importance of Buxton's heritage.
- We work with other community and civic groups to influence the local councils on environmental and heritage issues.
- We encourage landowners to care for our heritage and tidy up and improve eyesores in the town.
- We support the arts in celebrating the special environment of Buxton.
- We are campaigners and influencers, speaking out on our areas of expertise and interest.

We are a registered charity (charity number 258163) and membership organisation, working for the public benefit, and offering members and volunteers opportunities to support our mission.



Buxton Civic Association





# Governance and Leadership

BCA is governed by a board of dedicated trustees all of whom volunteer their time and knowledge selflessly. They and their efforts are often hidden in the background, but they play an indispensable role in guiding and nurturing BCA, enabling it to achieve its goals in looking after the built and natural environment of Buxton. Their motivation is fuelled by a genuine desire to make Buxton a better place to live and visit.

At the beginning of 2023 the board appointed their first CEO, Dave Green. Dave joined BCA from the Florence Nightingale Museum Trust, where he was CEO. Previously he has worked in the conservation and heritage sector in a wide variety of roles.

As CEO, Dave has made an incredible impact, securing vital funding and working tirelessly to implement the necessary changes to ensure the charity's future. His leadership has been instrumental in driving the organisation's growth and sustainability, positioning it for long-term success.

Following a restructure in autumn 2024, we welcomed Jonathan Humphrys in January 2025 as Head of Operations. Jonathan comes to us after being in attractions management for many years in Southend, Essex, including Sealife Adventure 'zooquarium' and Adventure Island.



Buxton Civic Association





# Future developments

At the start of 2024, we were successfully awarded £249, 990 from The National Lottery Heritage Fund's 'Resilience and Recovery' funding stream. This investment will enable us to begin preparations for our diamond anniversary in 2027, by enhancing volunteering, visitor, and membership programmes, giving further emphasis to developing widespread community involvement and public engagement. The money is also enabling us to review our digital provision, marketing, retail, and governance. The funding supports two full time project staff - a Membership and Marketing Officer and Volunteering Development Manager, who started in post earlier this year.

Other exciting developments include:

- Renovation of the Lodge into additional office space, kitchen, storage and a meeting room.
- IT and EPOS upgrade throughout the business.
- New website - which is currently in development
- New branding and signage
- Retail refurbishment (completed January 2025) UKSPF Funded
- Creation of a high quality souvenir guide (completed January 2025) UKSPF Funded



Funded by  
**UK Government**



**High Peak**  
Borough Council



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# Buxton



Buxton, a charming spa town nestled in the heart of the Peak District in Derbyshire, has long been celebrated for its stunning natural beauty and rich history. Known for its Georgian and Victorian architecture, including the iconic Crescent and the Buxton Opera House, the town offers a unique blend of cultural heritage and picturesque landscapes. Its thermal springs, once a major draw for visitors seeking health and relaxation, continue to be a focal point of the town's identity. Buxton's proximity to the Peak District National Park makes it a popular destination for outdoor enthusiasts, with numerous hiking trails and scenic spots to explore.

In 2024, Buxton was named one of the best places to live in the UK by the Sunday Times Best Places to Live guide, which praised it as a "cultural powerhouse." This recognition highlighted the town's vibrant arts scene, including its renowned festivals, galleries, and theatres that contribute to a lively community spirit. The guide also emphasised Buxton's excellent quality of life, combining the charm of a small town with the cultural amenities typically found in larger cities. With its thriving cultural scene, historical charm, and stunning natural surroundings, Buxton continues to be a sought-after location for those seeking both beauty and culture.

Buxton Civic Association is the leading environmental charity campaigning and working for the conservation and enhancement of the built and natural environments and heritage of Buxton. We are a voice for wildlife, heritage and the environment in Buxton. We responsibly manage natural and built heritage sites for the public benefit. We actively campaign, persuade, promote and educate. BCA cares about Buxton.



Buxton Civic Association





Photo Credit: Visit Peak District & Derbyshire and Phil Sproson



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**Caring About Buxton**  
buxtoncivicasassociation.org.uk

## Job description

### Job title: Assistant Manager – Maintenance & Compliance

**Numbers and grades of any staff managed by the post holder:** The post-holder will have no direct line-management responsibility but will act as part of the visitor centre and cavern management team, leading the work of the custodians and upholding standards and expectations. They will also assist in developing groups of volunteers supporting the work of the team and should recognise this is a leadership role.

**Post holder's immediate supervisor:** Head of Operations

**Hours of work:** 5 days from 7 on a rota basis, including some weekends and evenings (37.5 each week). The post-holder should expect to work a minimum of one weekend per month. They will also form part of the duty call-out rota, responding to ad-hoc alarm calls from time to time.

**Place of work:** You will generally be based at Poole's Cavern, but on occasion, you may be asked to assist with work on other areas of the BCA estate or supporting venues.

**Salary:** £25,000 (Starting) – Paid monthly on a salary basis. A higher salary may be offered to outstanding candidates with exceptional skills and experience.

**Terms of appointment:** Fixed Term – 2 years.

We would consider applications from those seeking part time or full time employment.

#### 1 Job purpose

As the Assistant Manager – Maintenance and Compliance, you will have a very varied workload, but your primary focus will be helping to deliver a safe, clean and well-maintained environment for users of our buildings and caves. From time to time, you will work in our woodlands, supporting the specialist team who lead in these areas.

In this new role you will work in close collaboration with the 'Head of Operations' and other Assistant Managers within their department to produce collaborative, timely and cost-effective plans, considering what work can be completed by you and the 'in-house' team, and where it will be necessary to engage external contractors. It will be part of your role to assess the skills of the team in cleaning and maintenance tasks and help develop their skills and abilities. This will include providing elements of training and mentoring and helping to assess relevant external training opportunities.

You will also support statutory compliance needs and continuous improvement in risk reduction across all BCA assets, working closely with other members of our management team, and relevant external advisors, including our insurers.

As a member of the Operations Team, you will support the front-of-house operation, including acting as a Duty Manager. As a member of the site's leadership and management team you will support the supervision of the Custodians and associated volunteers, who



you will help to recruit and develop.

## 2 Principal duties and responsibilities

### **Maintenance and Compliance:**

- Creation and management of a maintenance register and work programme for all planned and unplanned maintenance repairs.
- Perform regular maintenance tasks, including electrical and plumbing repairs, to ensure our buildings and other areas are always in optimal condition, and aesthetically well-presented.
- Develop the Custodian Team and a team of Volunteers to support maintenance tasks, including conservation work within Poole's Cavern, being mindful that it is SSSI listed.
- Maintain accurate records of inspections, repairs, compliance checks, tools and equipment.
- Where maintenance can be conveyed as a 'conservation story' and interpreted to visitors ensure this happens in an appropriate style.
- Conduct thorough risk assessments and implement necessary safety measures to comply with all relevant health and safety regulations.
- Support colleagues to develop and maintain appropriate risk registers and assessments, learning from your experience.
- Oversee and coordinate work with external contractors for specialised repairs or larger projects, liaising with senior staff as required to secure relevant funds or support.
- Ensure that all maintenance activities are carried out following current industry standards and legal requirements.
- Offer advice, to ensure that all work is conducted in line with risk assessments and relevant regulations including Working at Height, COSHH, and Manual Handling.
- Support liaison with BCA's IT service provider and assist with on-site IT support including EPOS systems.
- Assist the woodlands team as required, with the maintenance and conservation of the woodlands, and support regular maintenance of our vehicles and machinery.

### **Supporting Visitor Experience:**

- Work closely with colleagues to prepare the staff rota, recognising the need to provide excellent customer service, meet health and safety requirements, and always present the site at its best, whilst remaining within identified staffing budgets
- Act as a champion for increasing volunteer involvement within our visitor services and operational teams, including supporting maintenance and compliance tasks, conveying the benefits that this can bring to both the organisation and the individual
- Where required attend events to provide maintenance support, including IT provision for speakers and guests.

### **Personnel Management & Supervision:**

- Work with the Head of Operations and other managers to support the custodians to

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deliver first-rate customer services, and deliver against income targets for admissions, events, retail, membership and catering.

- Work with fellow managers and supervisors to uphold the BCA Staff Handbook and our policies, ensuring the team meet its requirements. Discuss concerns with individuals concerned and management colleagues as appropriate, making written notes when needed.

### **Frontline Support:**

- Provide a warm and friendly welcome to all visitors, supporting them with their individual needs and ensuring they have an enjoyable visitor experience
- When required lead guided tours of Poole's Cavern, working with individuals and groups, sharing accurate and informative information
- When required assist admissions, retail and membership sales, helping the team to achieve identified targets
- Support the preparation and delivery of visitor and member events
- Lead and support cleaning and day to day maintenance of Poole's Cavern and the wider BCA estate, including signage, toilets and car park.
- Share knowledge of BCA's portfolio and charitable aims as an environmental charity, the Buxton area and the wider town.

### **Generic:**

- Take personal responsibility and a proactive approach for own career, skills and knowledge development.
- The role will be required to assist in the event of emergency evacuations and salvage, including visitors, colleagues and our heritage collections
- Any other duties considered to be appropriate to the grade of pay.

# Person specification

## Job title: Assistant Manager – Maintenance & Compliance

Areas of responsibility/ requirements	Requirements	Measurement				
		P	A	T	I	D
<b>Qualifications &amp; Knowledge</b>	<i>Essential:</i>					
	<ul style="list-style-type: none"> <li>Hands-on experience of property maintenance including areas such as electrics, plumbing, carpentry, painting and decorating.</li> </ul>		X		X	
	<ul style="list-style-type: none"> <li>In-depth knowledge of health and safety regulations, particularly in risk assessments.</li> </ul>		X		X	
	<ul style="list-style-type: none"> <li>Knowledge of project management.</li> </ul>		X		X	
	<ul style="list-style-type: none"> <li>Competency in supervising and overseeing the work of others, ensuring tasks are completed to a high standard.</li> </ul>		X		X	
	<ul style="list-style-type: none"> <li>All staff are expected to have a strong command of the English language and be numerate.</li> </ul>		X		X	
	<ul style="list-style-type: none"> <li>Knowledge of IT network maintenance.</li> </ul>		X		X	
	<i>Desirable:</i>					
	<ul style="list-style-type: none"> <li>A recognized qualification in building, electrical, and/or plumbing (e.g., BTEC, City &amp; Guilds, ONC, HNC) or significant experience in property/facilities management.</li> </ul>		X			X
	<ul style="list-style-type: none"> <li>Qualifications permitting the use of tools and equipment.</li> </ul>		X			X
	<ul style="list-style-type: none"> <li>Health and safety qualification (IOSH, NEBOSH) or demonstrable experience in managing workplace safety.</li> </ul>		X			X
	<ul style="list-style-type: none"> <li>Portable Appliance Testing qualification.</li> </ul>		X			X
	<ul style="list-style-type: none"> <li>Emergency First Aid at work and Outdoors.</li> </ul>		X			X
	<ul style="list-style-type: none"> <li>Full clean driving licence.</li> </ul>		X			X
<ul style="list-style-type: none"> <li>Knowledge of working with SSSI-listed</li> </ul>		X		X		

	Caves and geological structures or sites, or similar.				
<b>Skills</b>	<p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• The ability to inspire teams of staff and volunteers.</li> <li>• Skills with hand tools and power tools beyond basic DIY.</li> <li>• Proficiency in conducting and updating risk assessments, with a keen eye for detail to ensure continuous risk reduction.</li> <li>• Ability to manage statutory compliance requirements, ensuring all BCA assets are safe and compliant with current regulations.</li> <li>• Good organisational and interpersonal skills.</li> <li>• Able to manage conflicting priorities and needs, and elements of own workload.</li> <li>• Ability to convey complex information to others less specialised in the field.</li> <li>• ICT Skills including the use of e-mail, internet and Microsoft Office.</li> </ul>		X	X	
			X	X	
			X	X	
			X	X	
			X	X	
			X	X	
			X	X	
			X	X	
			X	X	
<b>Experience</b>	<p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Proven experience in maintenance and compliance management, preferably within a multi-faceted environment.</li> <li>• Experience in managing external contractors and suppliers.</li> <li>• Practical experience in planned maintenance systems, record keeping, project and budget management.</li> </ul> <p><i>Desirable:</i></p> <ul style="list-style-type: none"> <li>• Experience in creating and embedding new systems and plans for preparing and recording work programmes.</li> <li>• Previous customer-facing experience.</li> <li>• Understanding of visitor attractions</li> <li>• Experience in cave conservation, environmental management, or heritage preservation.</li> </ul>		X	X	
			X	X	
			X	X	
			X	X	
			X	X	
			X	X	
			X	X	
<b>Personal Attributes</b>	<p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Self-motivated with the ability to work on own initiative.</li> </ul>		X	X	

	<ul style="list-style-type: none"> <li>• Sound judgement, notably in managing risk and priorities.</li> <li>• The ability to be a professional and confident ambassador for BCA.</li> <li>• Physically able and willing to work inside and out (noting the cave temperature of 7 degrees) and the terrain of our woods and caves.</li> <li>• Physically able to work at height.</li> <li>• Physically able to carry heavy equipment such as tools and building materials.</li> <li>• Flexibility and adaptability to support front-of-house operations as needed, and to supervise custodians and volunteers.</li> <li>• Willingness to work alongside less experienced staff and volunteers and encourage their involvement and development.</li> <li>• Ability to work as part of a team, including some weekends and occasional evenings (subject to appointment terms).</li> <li>• Knowledge and commitment to providing equal access of opportunities for all.</li> </ul> <p><i>Desirable:</i></p> <ul style="list-style-type: none"> <li>• Availability and willingness to work additional hours from time to time to support business operations.</li> <li>• An interest in heritage and nature conservation.</li> </ul>		X		X	
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	
			X		X	

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**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

**Prepared by/author:** David Green      **Date:** February 2025

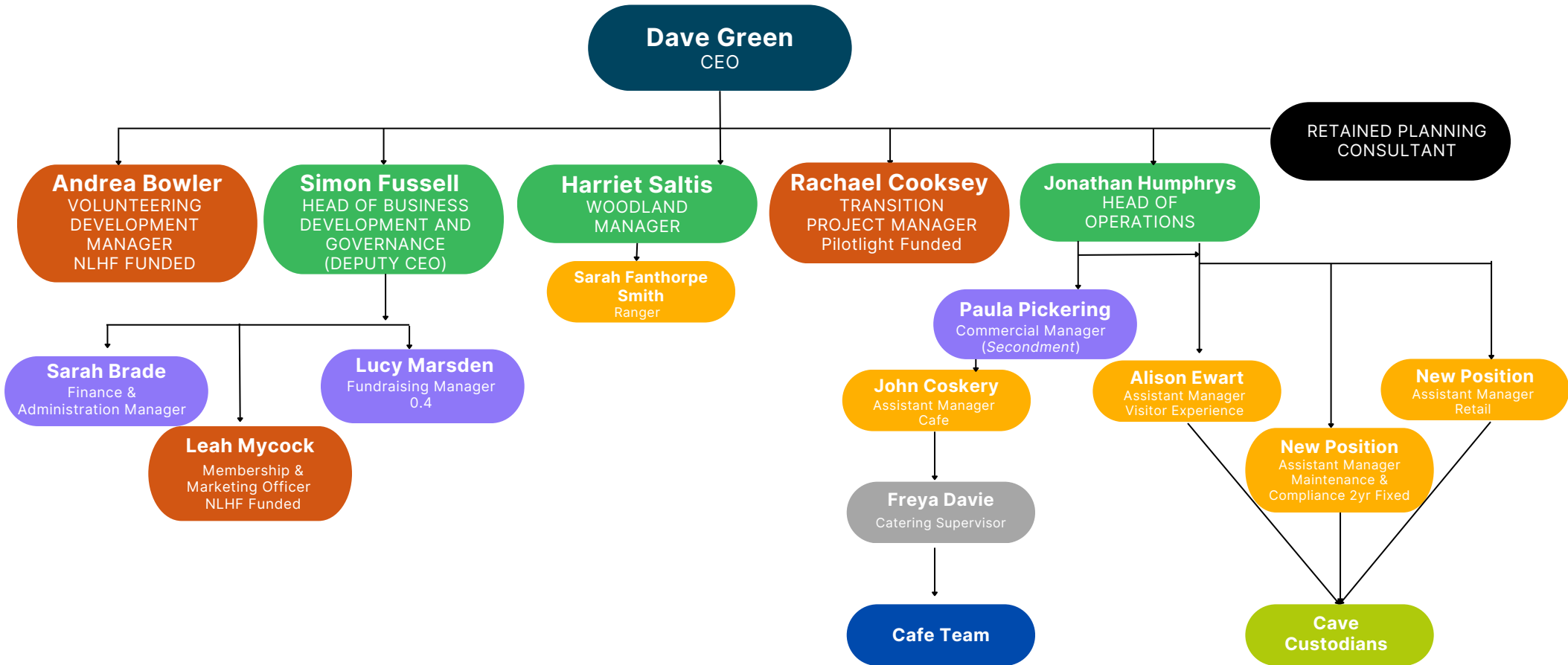
**Job title:** Chief Executive Officer



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# Organisational Structure



# What we offer



## Annual Leave

30 days holiday (inclusive of bank/public holidays) pro rata.



## Pension

All staff are enrolled onto the BCA's 3% employer pension scheme



## Continued Professional Development

A range of external and internal Training and Development opportunities



## Employee Assistance Programme

The Employee Assistance Programme by Health Assured offers employees a safe space to discuss any of their personal or professional challenges.



## We Pledge

We are about to launch We Pledge, a Derbyshire County Council scheme within BCA that provides employees and volunteers access to a range of mental health focused resources, classes and training.



## Working Environment

We are lucky to be based in a beautiful location 15 mins walk from the town centre with Grin Low woods on our doorstep and surrounded by greenery.



## Free Parking

All staff are eligible for a free parking pass for our onsite car park.



## Staff Discount

We offer 15% discount to all employees in relation to some café and retail products.



Buxton Civic Association



# Recruitment Process & Next Steps

The closing date for applications is: **12pm, Monday 10 March 2025.**

Please submit your CV and covering letter (maximum of two pages) to **dave.green@buxtoncivicasociation.org.uk**

Please tell us why you think you are the right person for this role and why you think we are the right organisation for you. Please use your **covering letter** to let us know how you meet the essential knowledge, skills and experience we've outlined in our pack, supported by your **CV, stating your current salary.**

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. Please ensure you complete and return our **Equality Monitoring Form** with your application.

If you would like an informal confidential chat regarding the position, please email [andrea.bowler@buxtoncivicasociation.org.uk](mailto:andrea.bowler@buxtoncivicasociation.org.uk).

## Interviews

Interviews will take place in person in Buxton during the **week of the 17 March 2025.** Please state on your covering letter any dates during this period you are not available. We will try to consider your availability, but this can not be guaranteed. If you have not heard from us by 17 March, we appreciate your interest, but unfortunately, your application has not been successful.

The interview process will include:

- Panel interview
- Practical exercise
- Desk top based exercise
- Opportunity to meet some of our staff and trustees

## Access and Reasonable Adjustments

If you require any access support during the application and interview process, please let us know. Please contact [dave.green@buxtoncivicasociation.org.uk](mailto:dave.green@buxtoncivicasociation.org.uk) and we will make the appropriate arrangements.



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