



Food & Beverage team member

Recruitment Pack



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

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communications@buxtoncivicassociation.org.uk

Registered Charity No. 258163



Buxton Civic Association
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 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.

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 and membership organisation, working for the public benefit, and offering members and volunteers opportunities to support our mission.



Recent developments

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.



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
- Creation of a high quality souvenir guide.



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.





Photo Credit: Visit Peak District & Derbyshire and Phil Sproson



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Job description

Job title: Food & Beverage team member

Numbers and grades of any staff managed by the post holder: The postholder will have no direct line-management responsibility.

Post holder's immediate supervisor: Commercial Manager

Posts available: 1 x Full Time and 1 x Part Time (20 hours). Both positions are **fixed term until 1 November 2025** with the possibility of being made permanent.

Hours of work: This post offers some flexibility with working hours. A standard day would be 10.00 – 16.00. Work patterns may include some weekends and evenings according to workload and our events programme which are core to the role's success.

Place of work: Poole's Cavern café.

Salary: Depending on experience, age, and performance. To be discussed with candidates at the interview. Pay typically 6 hours in low season or 7 hours in high season.

1 Job purpose

We are looking for an enthusiastic and personable individual who can support our successful café to deliver high standards to our valued customers. In this role, you will be contributing to the success of one of Buxton's leading community spaces and the work of Buxton Civic Association; the area's leading environmental charity. You'll be part of an energetic and passionate team that welcomes visitors and provides the experience that keeps them coming back. You'll be hands-on, making sure that we are always serving delicious food and drinks, and playing an integral role in every customer experience.

2 Principal duties and responsibilities

- Customer service,
- Basic food & beverage preparation,
- Kitchen portorage,
- Supervised kitchen tasks,
- General cleaning within the operation.

This will include a mix of weekday and weekend work. You will work more hours during peak time (summer & holidays), with fewer hours during the winter months.

We will aim to offer flexible working patterns.

You will receive a bespoke induction, allergen/food safety training and coaching required to fulfil in role.

Generic:

- Take personal responsibility and a proactive approach for own career, skills and knowledge development.
- From time to time, support the custodian team e.g. meet & greet, or till duties
- Supporting the work of BCA volunteers
- Assisting to promote BCA membership
- Any other duties considered to be appropriate to the grade of pay

This role is subject to 3 month probation period with satisfactory completion.

	<p>targets</p> <ul style="list-style-type: none"> Ability to work comfortably with a wide range of people and adopt an inclusive approach to working. 					X	
Experience	<p><i>Essential:</i></p> <ul style="list-style-type: none"> Previous experience of working as part of a team. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> Excellent customer service standards 		X		.	X	
Personal Attributes	<p><i>Essential:</i></p> <ul style="list-style-type: none"> Self-motivated with the ability to work on own initiative. The ability to be a professional and confident representative of BCA Ability to work as part of a team, including some weekends and occasional evenings (subject to appointment terms). Knowledge and commitment to providing equal access to opportunities for all. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> Availability and willingness to work additional hours from time to time to support business operations. 		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



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What we offer



Annual Leave

28 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 and 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.



Recruitment Process & Next Steps

The closing date for applications is: **This is a rolling recruitment process, recruitment will close when we find the right applicant.**

Please submit your CV and cover letter (maximum of two pages) to **paula.pickering@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.

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

This is a rolling interview process, so there is no formal closing date for applications. Successful candidates will be contacted to arrange an interview and trial shift.

The interview process will include:

- Panel Interview
- A trial two hour shift

Access and Reasonable Adjustments

If you require any access support during the application and interview process, please let us know.

