



BCA Custodian Poole's Cavern

Recruitment Pack



Poole's Cavern Visitor Centre
Green Lane, Buxton, SK17 9DH
01298 26978
Registered Charity No. 258163



Buxton Civic Association
buxtoncivicasociation.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. We own and manage approximately 160-acres of woodlands around Buxton, along with Poole's Cavern, a stunning limestone show cave with Site of Special Scientific Interest (SSSI) status.

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 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.

About you

Are you passionate about history, nature, and delivering exceptional customer service? This entry-level role is ideal for someone who enjoys engaging with the public, working in a unique environment, and helping to care for one of the Peak District's most treasured attractions.

You'll play a key part in ensuring our visitors have an **unforgettable experience**. From welcoming guests and assisting on our much-loved cave tours, to helping maintain the visitor centre, your role will be **hands-on and varied**. You'll also contribute to the careful preservation of Poole's Cavern, helping us protect its incredible natural formations for future generations. The visitor centre is home to our popular café, a great place for guests to relax before or after their visit. **If you have a friendly attitude, a love for working with people, and a keen interest in heritage, this could be the perfect role for you!**



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 joined us after working in attractions management for many years in Southend, Essex, including Sealife Adventure 'Zooquarium' and Adventure Island.



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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 in Spring 2024.

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.



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Photo Credit: Visit Peak District & Derbyshire and Phil Sproson



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Job Description

Job title: BCA Custodian - Poole's Cavern & Buxton Country Park

Numbers and grades of any staff managed by the post holder: The post-holder will have no direct line-management responsibility but will support managers to develop groups of volunteers. As a paid employee, volunteers may reasonably look to Custodians for support from time to time.

Post holder's immediate supervisor: Assistant Manager Visitor Experience

Hours of work: 2 Days (14 Hours) working one weekend out of two. There may be the opportunity for additional hours in the summer months, and some occasional evenings.

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

Salary: Over 21 £8,888.88 per annum (£22,222.20 pro rata)

. 18 - 21 £7,280.00 per annum (£18,200.00 pro rata)

Extra shifts are paid at the standard rate, with any hours worked beyond 9 hours in a single shift paid at time and a half

Terms of appointment: Permanent (on completion of successful probation period).

1 Job purpose

As a BCA Custodian you will provide our front-line visitor services, notably including guided tours of our popular SSSI status heritage cave. You will also conduct admission, retail, and membership sales, and be tasked on a day-to-day basis with keeping our premises clean, tidy and well maintained, adopting a pro-active and flexible approach to these tasks.

From time to time, you may be asked to support events and activities in our woodlands or elsewhere in the town, promoting the organisation and its charitable aims. This includes working with volunteers and encouraging their participation in supporting our work.

Working as part of a small team you will play a crucial role in the development of BCA into a financially resilient, customer-focused, charity organisation.

2 Principal duties and responsibilities

- Providing a warm and friendly welcome to all visitors, supporting them with their individual needs and ensuring they have an enjoyable and memorable visitor experience.
- Leading guided tours of Poole's Cavern, working with individuals and groups (including schools), sharing accurate information in a readily understandable and engaging way.
- Conducting admissions, retail and membership sales, helping the team to achieve identified targets.
- Assisting the Assistant Manager Retail to maintain retail stock levels and displays.
- Supporting the preparation and delivery of visitor and member events.
- Supporting BCA's volunteers, acting as a first point of contact and advisor as required.
- Cleaning, and day to day maintenance of Poole's Cavern and the wider BCA estate, including signage, toilets and car park.
- Supporting the café operation, including pot washing and clearing tables.
- Developing and sharing knowledge of BCA's portfolio and charitable aims as an environmental charity, and Buxton's heritage.

Generic:

- Take personal responsibility and a pro-active 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.
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Person specification

Job title: BCA Custodian - Poole's Cavern & Buxton County Park

| Areas of responsibility/ requirements | Requirements | Measurement | | | | |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---|---|---|---|
| | | P | A | T | I | D |
| Qualifications & Knowledge | <p><i>Essential:</i></p> <ul style="list-style-type: none"> There are no essential qualifications for this post | | X | | | |
| | <p><i>Desirable:</i></p> <ul style="list-style-type: none"> Knowledge of local history and heritage, local and global environmental concerns, geology, archaeology and/or tourism. Qualifications or relevant short courses linked to customer service, education or the specialisms noted above. First Aid | | X | | X | |
| Skills | <p><i>Essential:</i></p> <ul style="list-style-type: none"> Customer service, with sensitivity to the needs of individuals' diverse needs. The ability to speak clearly and confidently to groups and individuals, providing required information accurately and in a timely way. The ability to handle cash with accuracy, including working with tills, other equipment and completing basic administration tasks. | | X | | X | |
| | | | X | | X | |

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|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---|--|---|--|
| | <ul style="list-style-type: none"> • Sales and promotion; proactively encouraging sales to reach identified targets as an individual and as a team. • Appreciation of health and safety concerns when working within a visitor attraction, and within challenging physical spaces, including working with tools and equipment. • Cleaning and maintenance skills, including DIY and gardening. • Use of basic IT, including emails. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Development of new customer service initiatives. • Visual merchandising and presentation. | | X | | X | |
| Experience | <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Working with customers. • Teamwork, and adopting a flexible, proactive approach to problem solving. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Working in a customer focused environment, with confidence of working with the general public, including groups. • Cash-handling, and using equipment such as tills and credit card machines. • Cleaning and/or maintenance skills. | | X | | X | |

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|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------|--|-------------|--|
| Personal Attributes | <i>Essential:</i> <ul style="list-style-type: none"> • Knowledge and commitment to providing equal access of opportunities for all. • The ability to be a professional and confident representative of BCA. • Physically able and willing to work inside and out (noting the cave temperature of 7 degrees) and the terrain of our woods and caves. • Willingness to work alongside our volunteers and encourage their involvement and development. | | X | | X X X | |
| | <ul style="list-style-type: none"> • Ability to work as part of a team, including some weekends and occasional evenings (subject to appointment terms). • Interest in heritage and nature conservation. <i>Desirable:</i> <ul style="list-style-type: none"> • Availability and willingness to work additional hours. | | 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:** April 2025

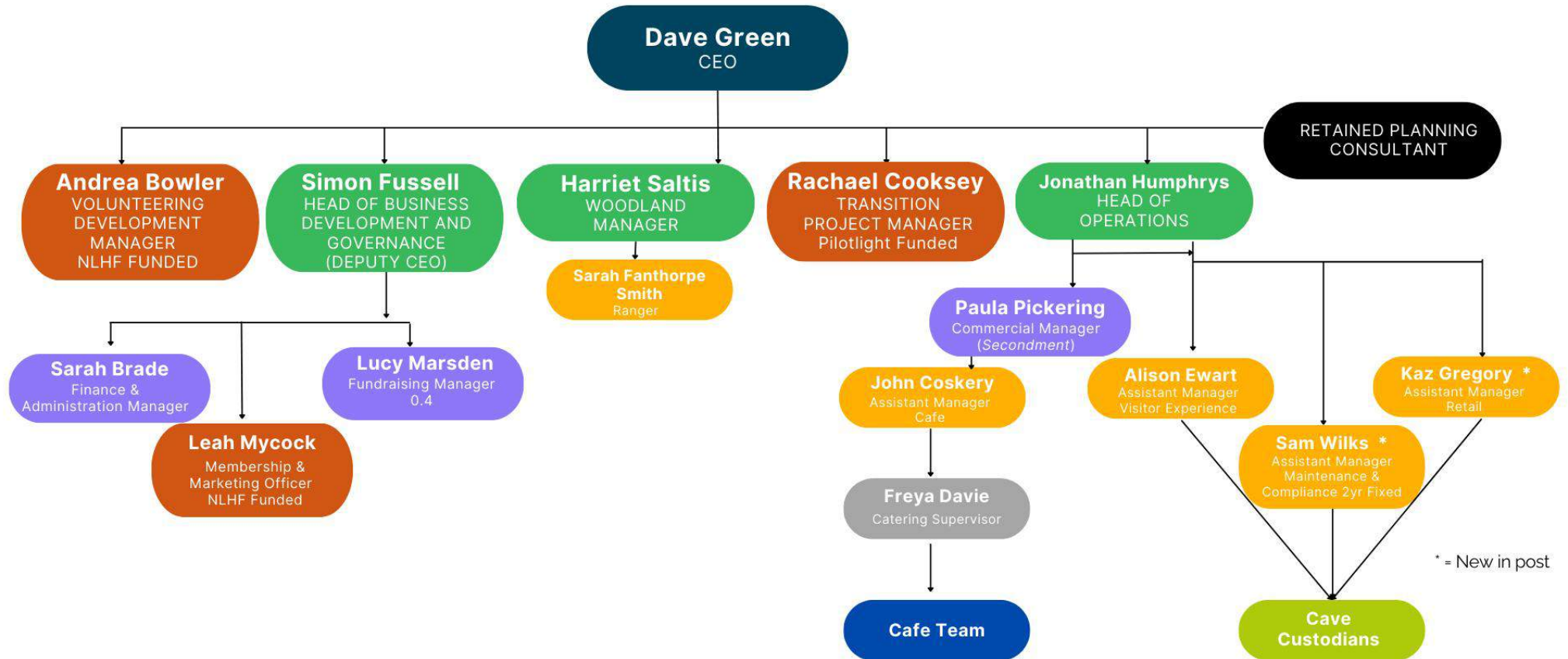
Job role: Chief Executive Officer



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Organisational Structure



* = New in post

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, a 15-minute 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.



Staff Uniform

The loan of branded uniform is provided to employees to maintain a professional and consistent appearance.



Buxton Civic Association



Recruitment process & next steps

The closing date for applications is **5pm on Monday 14 April 2025**.

Please submit your CV and cover letter (maximum of two pages) to **recruitment@buxtoncivicassociation.org.uk**

Please only apply if you can work 2 days per week (14 hours), including one weekend, every two weeks.

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 be sure to use your cover letter to let us know how you meet the **essential knowledge, skills and experience** outlined in our pack, supported by your CV. Please also state your notice period in your current role, with a proposed start date, where you saw the role advertised and 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.

Interviews

Interviews will take place in person at Poole's Cavern, Buxton, the week of the **21 April 2025**.

The interview process will include:

- Interview
- Verbal exercise
- Opportunity to meet some of our team members

Access and Reasonable Adjustments

If you require any access support during the application and interview process, please let us know. Please contact recruitment@buxtoncivicassociation.org.uk and we will make the appropriate arrangements.



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