



## **Royston Town Council**

### **Royston Cave Guide Job Description**

Royston Cave is man-made and cut into the chalk that underlies Royston. Its walls are carved with extensive religious scenes and may once have been used by the Knights Templar. Come and be a part of this truly unique location and share its mysterious past with our visitors.

#### What you'll be doing

Visitors are a vital part of what we do, so you'll be responsible for providing the best possible level of service and visitor experience at all times. As a Royston Cave guide, it's your role to deliver engaging and clearly communicated tours of the cave's history as well as information about our current conservation projects. You'll also be responsible for answering visitor questions, adhering to health and safety guidelines, managing the daily sale of tickets, and helping to run cave operations.

#### Who we're looking for

This role is visitor facing and tours can include up to 18 people at a time, so it's imperative that you are confident, have exceptional communication skills and high standards of customer service. You'll need excellent people skills to enable good relationships both with visitors and team members, knowledge of relevant Health & Safety procedures and a positive attitude. You'll be able to respond to varying pressures and complaints and be able to manage the flow of people. As a guide, you'll be responsible for the daily operations of the cave so it's important you can work with your own initiative without immediate assistance from the manager. Ideally you'll have experience with visitor operations, preferably in the heritage or visitor attraction sector, supporting visitor engagement activities and events. An understanding of the history of Royston Cave and its themes is a bonus but you will be taught the necessary information on the job so this is not essential.

Full training will be provided. You will work on a rota system, choosing the shifts that you work.