

Cave Manager – Person specification

	<u>Essential criteria</u>	<u>Desirable criteria</u>
Experience:	<ul style="list-style-type: none"> • Experience of working in the events or tourism industry 	<ul style="list-style-type: none"> • Experience of managing a tourist venue • Experience of staff management and supervision • Experience of working with volunteers.
Skills:		
Teamwork	<ul style="list-style-type: none"> • Good team worker with the ability to lead and motivate a small team of staff • Proactive in dealing consistently and fairly with staffing matters. 	
Customer care	<ul style="list-style-type: none"> • Understands and can apply the principles of customer care • Able to deal positively with difficult and challenging behaviour 	
Communication	<ul style="list-style-type: none"> • Excellent communication skills written and verbal. • Confident in dealing with people at all levels – visitors, staff, film agency, trustees and town councillors 	<ul style="list-style-type: none"> • Able to communicate in French, German or Spanish
Marketing and Promotion	<ul style="list-style-type: none"> • Able to deal with conservators, film companies, Historic England, • Able to identify marketing opportunities. • Able to write press releases • Willing to appear on television and radio to promote the cave 	
IT	<ul style="list-style-type: none"> • Competent using Microsoft Office products including Excel. • Confident in using social media such as Facebook and Twitter 	
Organisational skills	<ul style="list-style-type: none"> • Organised and methodical. • Able to prioritise tasks to meet deadlines • Able to use initiative and problem solving skills to resolve issues 	
Management	<ul style="list-style-type: none"> • Able to manage groups of visitors alone. • Able to produce reports on visitor numbers, conservation progress and contribute to/produce a business plan if required. • Confident with managing people and organising rosters for the year. 	

Knowledge	<ul style="list-style-type: none">• A commitment to learn about the cave and its history.• A commitment to keeping up to date with the various health and safety legislations that affect the cave.	
Behaviours	<ul style="list-style-type: none">• Able to remain calm and polite when working under pressure• Flexible and positive approach to working• Willing and able to step in and cover guiding at any time.• Willing to be 'on duty' (or appoint a deputy when necessary) whenever the cave is open.	