**Cave Guide Job Description**

**What will you be doing?**

As a Royston Cave Guide, it is your role to deliver engaging and clearly communicated tours of Royston Cave, presenting information about its history and conservation to groups of up to 15 people at a time.

You will be responsible for providing a fantastic visitor experience for all, answering questions, managing tickets, coordinating the flow of people and running cave operations, and for ensuring the safety and security of our site and its visitors. You will be part of a rota for delivering public tours at weekends and Bank holidays. You may also be asked to run private tours on an ad hoc basis.

**Who are we looking for?**

This role is visitor facing so it is vital that you are confident, have brilliant communication skills and are comfortable with people, enabling personable relationships with visitors and team members. You’ll be able to respond to varying pressures and complaints and provide high standards of customer service.

This position involves lone working and responsibility for daily operations, so it’s important that you can work efficiently and use your own initiative without immediate assistance from the Cave Manager. Ideally, you will have experience in the heritage or visitor attraction sectors. Prior knowledge of Royston Cave is not essential but an interest in history is helpful. Full training will be provided.

**What are the primary duties involved?**

The primary duties of the post are to:-

* unlock the cave door securely, turn on lighting, sweep cave floor and check for defects.
* welcome visitors and manage tickets, record visitor numbers
* handle issues, complaints and emergencies professionally and efficiently
* provide health and safety briefings and record any accidents and injuries
* ensure that all visitors adhere to instructions and rules
* ensure no individual is in the cave unattended
* learn the necessary information about the Cave and its themes and history
* provide engaging and informative tours about the Cave’s history and conservation
* answer effectively visitor questions and ensure tours run on time
* at end of tour session turn off lighting
* oversee the protection and security of the site.
* keep cave keys safe