



Royston Cave Guide Job Description

Royston Cave is man-made and cut into the chalk that underlies Royston. It is decorated with low-relief wall carvings, most of which are religious in depiction and medieval in style. The cave is Grade I listed and a scheduled monument. Come and be a part of this truly unique location and share its mysterious past with our visitors.

What you'll be doing

As a Royston Cave Guide, it's 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'll 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.

Who we're looking for

This role is visitor facing so it's 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 manager. Ideally you'll 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's involved?

Welcome visitors and manage tickets.

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.

Learn the necessary information about the cave and its themes.

Provide engaging and informative tours about the cave's history and conservation.

Effectively answer visitor questions and ensure tours run on time.

Oversee the protection and security of the site.