



BCA Custodian – Poole's Cavern & Buxton Country Park

Salary: £8.60 per hour, aged 18-20, £11.55 per hour aged 21+.

Duration: 3 months fixed-term

Location: Poole's Cavern Buxton, Derbyshire

Hours: Variable (zero-hours contract)

Responsible to: Visitor Centre & Caves Manager



Recruitment Pack

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A Company registered in England & Wales. Company No.944439. Registered office as above. Registered Charity No. 258163

About Us

Who we are

Buxton Civic Association (BCA) is the leading environmental charity campaigning and working for the conservation and enhancement of the human and natural environment and heritage of Buxton. We are also a Limited Company. We were established in 1967 and are a dynamic and forward looking organisation, always looking to get better at what we do.

We are unusual as a Civic Association / Trust in that we own and manage the most successful paying visitor attraction in the town; Poole's Cavern, alongside 10 woodlands totaling c. 200 acres including Buxton Country Park.

BCA is a voice for wildlife, heritage and the environment in Buxton. We responsibly manage natural and human heritage sites public benefit. We actively campaign, persuade, promote and educate. BCA cares about Buxton.

Our values

We value...

- ...the environment; natural and built.
- ...the people of Buxton and beyond.
- ...the benefit of bringing the two together.

Our purpose

To promote the preservation of the historical and environmental heritage of Buxton for the public benefit.

Our characteristics

- We're do-ers; we are defined by our actions.
- We're active; we persuade, promote, encourage, campaign, and educate.
- We're responsible; we conserve, manage, maintain; we're sustainable.
- We work openly, collaboratively, and in partnership.

Equality, Diversity and Inclusion

Buxton Civic Association is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

Buxton Civic Association is also committed against unlawful discrimination of customers or the public. We want to ensure that the

greatest number of people can benefit from and enjoy the activities we run and the facilities we manage for the community.

We are committed to ensuring that all members of Buxton Civic Association are able to fully take part in the activities of the organisation. We seek to ensure that our members are representative of the people of Buxton and district as a whole.



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Equality Monitoring

In accordance with our equality statement, we will provide equal opportunities to all employees and job applicants and will not discriminate either directly or indirectly on the grounds of race, colour, ethnic origin, nationality, national origin, sex, marital status, disability, sexual orientation, religion or age.

To enable us to ensure compliance with our policy statement, a system of monitoring has been set up. We have only asked for your name so that monitoring can take place both at the shortlisting for interview stage and at the appointment stage. Once an appointment has been made the data given on this form will be stored electronically in an anonymous format and the form will then be destroyed.

You may, of course, decide not to answer one or any of these questions but if you do respond all information provided will be treated in confidence and will be used solely to provide statistics for equal opportunities monitoring. The monitoring form does not form part of your application and will therefore be detached from it on receipt and stored separately. You can always mail this form separately if you wish.

Thank you for your assistance in completing this form, which should be included with your application, and sent in confidence to dave.green@buxtoncivicasociation.org.uk

Name:	
Position applied for:	

Gender/Gender Identity

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Non-binary	<input type="checkbox"/> Prefer not to say
If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex, which group do you identify with?			
<input type="checkbox"/> Transsexual	<input type="checkbox"/> Transgender	<input type="checkbox"/> Intersex	

Marital Status

Are you married or in a civil partnership?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
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Age

<input type="checkbox"/> Under 18	<input type="checkbox"/> 30 - 39	<input type="checkbox"/> 50 - 59	<input type="checkbox"/> Over 65
<input type="checkbox"/> 18 - 29	<input type="checkbox"/> 40 - 49	<input type="checkbox"/> 60 - 65	<input type="checkbox"/> Prefer not to say

Race, Nationality, Ethnic Origin

White	<input type="checkbox"/> English <input type="checkbox"/> Scottish <input type="checkbox"/> Welsh <input type="checkbox"/> Northern Irish <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> British <input type="checkbox"/> Other (please state):
Mixed/Multiple Ethnic Groups	<input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Asian <input type="checkbox"/> Other (please state):
Asian or Asian British	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Other (please state):
Black or Black British	<input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other (please state):
Other Ethnic Group	<input type="checkbox"/> Arab <input type="checkbox"/> Other (please state):
<input type="checkbox"/> Prefer not to say	

Religion

<input type="checkbox"/> No religion	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu
<input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim	<input type="checkbox"/> Sikh	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other (please state):			

Disability or Health Condition

Do you consider yourself to have a disability or health condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
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This information is used for monitoring purposes only. If you believe you may need any reasonable adjustment to be made in the recruitment process or as part of your employment, please discuss this with the recruiting manager.

Sexual Orientation

<input type="checkbox"/> Heterosexual	<input type="checkbox"/> Gay Man / Homosexual
<input type="checkbox"/> Gay Woman / Lesbian	<input type="checkbox"/> Bisexual
<input type="checkbox"/> Other (please state):	<input type="checkbox"/> Prefer not to say

Declaration

For the purposes of compliance with the Data Protection Act 2018, I hereby confirm that by completing this form I give my consent to the company processing data supplied on this form for equal opportunities monitoring.

Signature:	
Date:	





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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 Custodian's for support from time to time.

Post holder's immediate supervisor: Visitor Centre & Caves Manager

Hours of work: Variable (0-hours on a 3-month fixed term contract) Most posts will require elements of weekend working.

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 on other areas of the BCA estate, or supporting event venues.

Salary: £8.60 per hour, aged 18-20, £11.55 per hour aged 21+. Permanent staff will be paid monthly. Temporary staff may be paid weekly.

Terms of appointment: Variable

1 Job purpose

As a BCA Custodian you will provide our front line visitor services, notably including guided tours of our popular SSSI listed heritage caves. 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 institution.

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 and informative information in a readily understandable and engaging way
- Conducting admissions, retail and membership sales, helping the team to achieve identified targets
- Assisting 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, the Buxton area and wider town.

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

Staff benefits:

- Training
- Staff discount – 10% off menu prices in the café and 10% discount in the visitor centre shop
- Free Buxton Civic Association parking
- Free cavern tours
- Employee assistance programme provided by Health Assured
- Opportunities to work in other areas of the organisation



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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	<i>Essential:</i>					
	<ul style="list-style-type: none"> There are no essential qualifications for this post 		X			
	<i>Desirable:</i>					
	<ul style="list-style-type: none"> Knowledge of local history and heritage, local and global environmental concerns, geology, archaeology and/or tourism 		X		X	
	<ul style="list-style-type: none"> Qualifications or relevant short courses linked to customer service, education or the specialisms noted above 		X			
	<ul style="list-style-type: none"> First Aid 		X			
Skills	<i>Essential:</i>					
	<ul style="list-style-type: none"> Customer service, with sensitivity to the needs of individuals diverse needs 		X		X	
	<ul style="list-style-type: none"> The ability to speak clearly and confidently to groups and individuals, providing required information accurately and in a timely way 				X	
	<ul style="list-style-type: none"> The ability to handle cash with accuracy, including working within tills and other equipment and complete basic administration 		X			

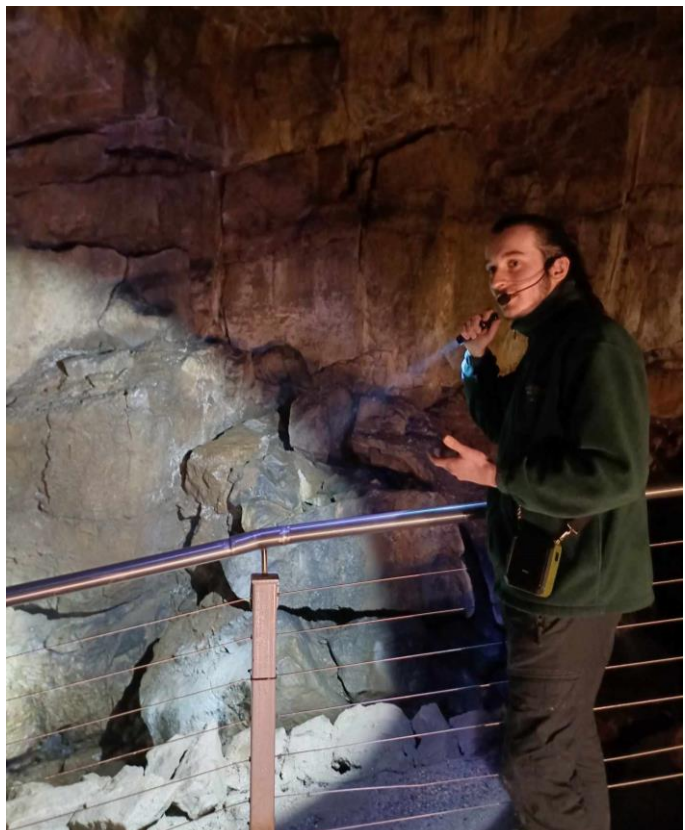
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	<ul style="list-style-type: none"> • Sales and promotion; proactively encouraging sales in order to reach identified targets as an individual and team • Appreciation of health and safety concerns when working within a visitor attraction, and within challenging physical spaces, including working with tools and equipment • Cleaning and maintenance skills, including DIY and gardening • Use of basic IT, including emails <p>Desirable:</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	
Personal Attributes	<p><i>Essential:</i></p> <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

	<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 <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Availability and willingness to work additional hours 		X			
00000000			X			X

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

Prepared by/author: David Green **Date:** April 2024
Job title: Chief Executive Officer



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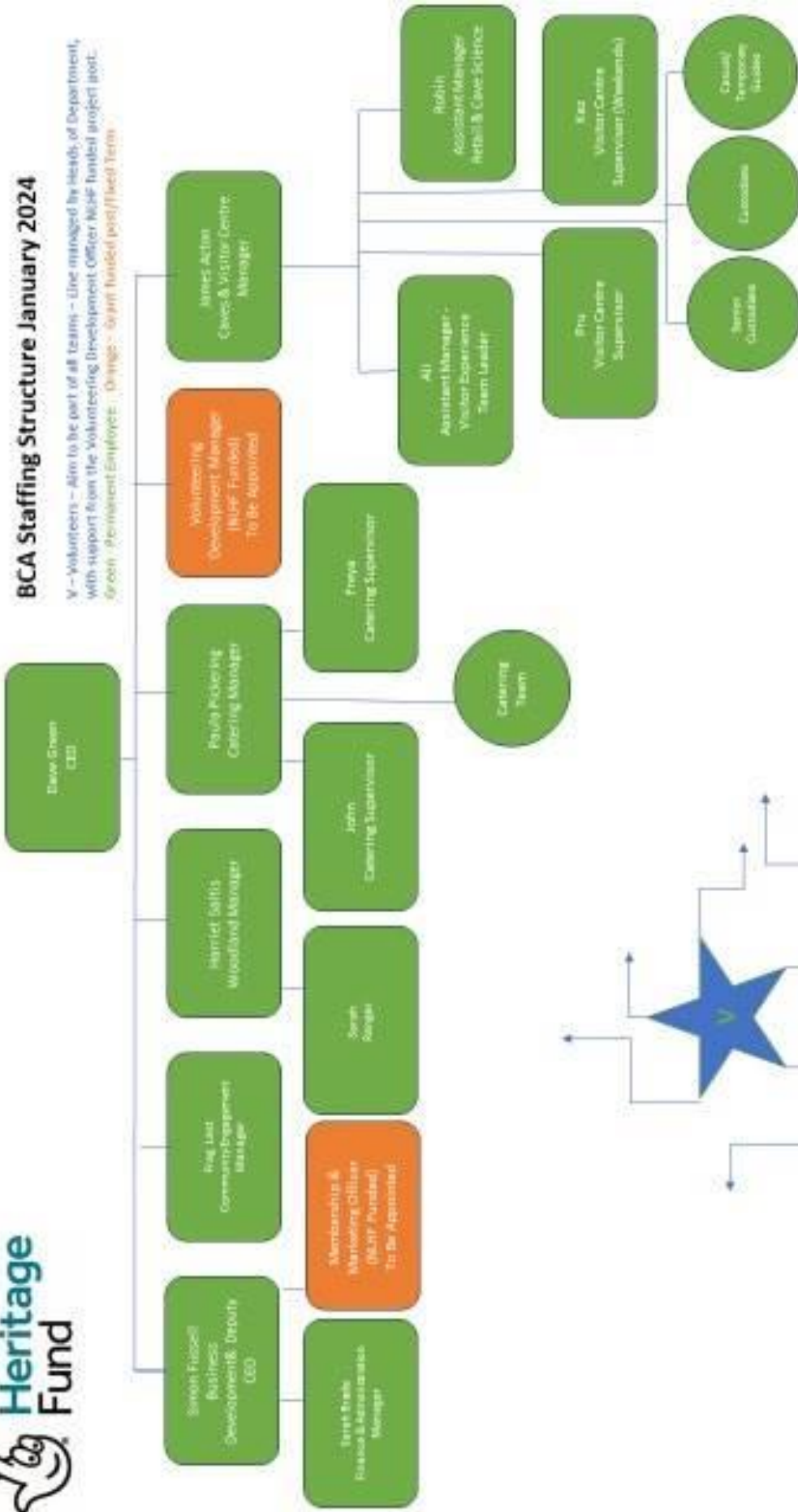
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BCA Staffing Structure January 2024

V – Volunteers – Aim to be part of all teams – Line managed by Heads of Department, with support from the Volunteering Development Officer where funded project work.
Green – Permanent Employee. Orange – Grant funded post/Fixed Term



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How to apply

Thank you for your interest, and taking the time to find out more about BCA and our work.

Please send your CV and a covering letter portraying your relevant experience and how you meet the person specification to James Acton, Cave & Visitor Centre Manager, via james.acton@buxtoncivicasociation.org.uk Please also include the equality monitoring form and include in your application letter where you saw the role advertised.

Recruitment timetable

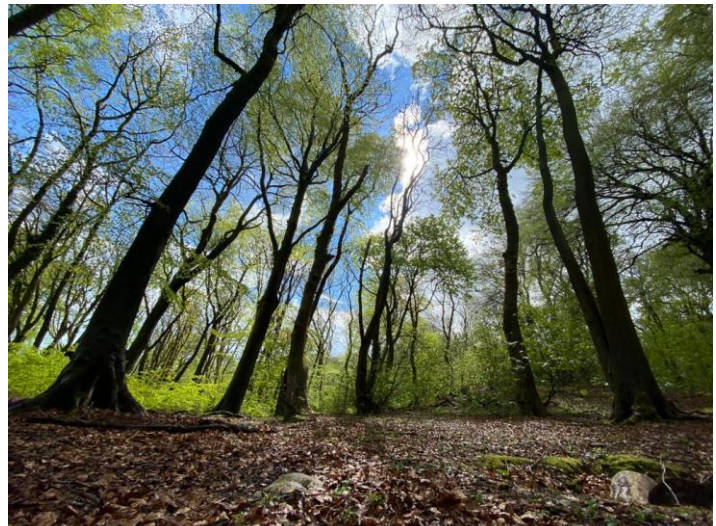
Interviews will be ongoing.

Interviews will be in the format of a panel interview, presentation, and tour of the site, giving you an opportunity to meet members of our team, including trustees and staff.

Appointment will be subject to two satisfactory references, one of which should be your current or most recent employer.

Queries

Should you have any queries at the pre-application stage, please contact James Acton, Cave & Visitor Centre Manager, who will be happy to arrange a time to speak.





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