

Volunteer Role Description

Organisation	The Margate Caves
Volunteer Role Title	Visitor Welcome Volunteer
Brief Description of Role	The main purpose of this important volunteer role is to support the Centre Manager in providing a welcoming and friendly service for visitors to the Caves.
Key Tasks - What will be doing	<ul style="list-style-type: none"> • Offer a warm and friendly welcome and provide a brief orientation of the site; • Share safety messaging with the visitors, key to their visit; • Using a till, selling admissions and retail items; • Nurture friendly relationships with customers to increase loyalty and boost our reputation, bearing in mind our community values and ethos; • Attending training sessions.
Skills Required	<p>We are looking for volunteers with the following skills to fit with our charitable ethos and our team:</p> <ul style="list-style-type: none"> • Outgoing and friendly; • Patient and understanding with customers; • To be able to work with people of all ages and backgrounds; • Team player; • A self-starter able to work on your own initiative; • Computer literate an advantage (but not essential); • Willing to ask for help when needed; • Good timekeeping and a strong commitment to honouring agreed volunteer time slots.
Day & Time - Commitment	We strive to be as flexible as possible. The Caves are seasonal.
Place of Volunteering	Margate Caves

Expenses	Travel expenses (within reason) paid
Support	<ul style="list-style-type: none"> • Induction to Margate Caves; • Training for the role, other training may be available to skills build; • Volunteer handbook; • Regular updates on the charity's activities; • Support, advice and guidance from the Margate Caves Team; • Public Liability cover.
Recognition – Benefits	<ul style="list-style-type: none"> • The opportunity to develop new and existing skills and gain experience volunteering at a heritage site; • A chance to meet new people; • A chance to be part of an exciting and interesting project; • The satisfaction of knowing you are making an important contribution to the work of the Margate Caves Trust; • Celebration events; • References on request; • Discount in the shop; • Travel expenses.
Additional Information	This role can be cash handling, but can be adapted if you would prefer not to.
Key Person To Contact	Hub- volunteerproject@margatecaves.co.uk
References	2 References are Required

We very much appreciate our volunteers and do our best to make the experience with us enjoyable and rewarding. The purpose of this role description is to set out the reasonable expectations of both TMCCET and the volunteer.

The volunteering arrangement is not a legally binding one and may be cancelled at any time at the discretion of either party. This role is purely voluntary and is not intended to create an employment contract now or in the future.