ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages 250,000 visitors every year through art & craft, nature and social history – It is one of England’s finest 18th century country houses, with a magnificent collection of fine and decorative arts; and a passion for reimagining the role of a historic house in the 21st Century. As an educational charitable trust, Harewood’s key objectives are:

- to preserve for the benefit of the public the House, Gardens and Collections
- to promote the study and appreciation of the arts and sciences
- to provide facilities for recreation.

Alongside the care, conservation and interpretation of the core collection, Harewood runs a series of innovative exhibitions of contemporary as well as historic art. The Trust also has a commercial arm that manages its trading operation including major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

The Trust has great ambitions for Harewood’s future, as well as celebrating its fascinating past, including working on a masterplan to ensure Harewood’s conservation, its longevity and its relevance to audiences today.
TRACTOR DRIVER + TOUR GUIDE

Responsible to  Visitor Experience Manager

Hours  Variable hours available ranging from 6 to 30 hours per week

Salary  National Living Wage, currently £10.42 per hour, increasing to £11.44 per hour from April 2024

MAIN PURPOSE OF THE ROLE

We’re looking for passionate and enthusiastic individuals to lead our new tractor safari tours, which are due to launch this spring. In 2024, we want to inspire our audiences by taking them on tractor tours of our parkland and wider Estate, revealing the many layers of Harewood’s historical landscape and exploring our rich flora and fauna. Visitors will get to experience up close our native wildlife and farm animals and learn about our approach to conservation and sustainability.

We have a range of hours available from 6 to 30 hours per week. The most important qualities you must demonstrate are confidence and experience in a public-facing role and a passion for providing the best possible levels of customer service to all our visitors. Training will be provided in tractor driving and Harewood knowledge.

KEY RESULT AREAS

- Engage confidently and effectively with visitors - learn, follow and deliver scripts regarding Harewood’s history, landscape, flora and fauna
- Safely transport visitors around across our park and wider Estate by driving our tractor and trailer
- Ensure the visitor experience is delivered to the very highest standards and adhere to timings, whilst endeavouring to make each tour feel memorable
- Actively promote charitable donations for the tours and membership sign-up
- Follow daily opening and closing procedures as appropriate
- Observe and report immediately any incidents, which may affect the tour, other team members or visitors
- Proactively welcome visitors in a friendly and inclusive way at all times
- Upholding the standards of customer service set out in the Harewood House Trust staff handbook, training and induction material
- A commitment to equal opportunities and health and safety
- Adhere to all Harewood House Trust policies and procedures
- Carry out any other duties as reasonably requested
**PERSON SPECIFICATION**

Essential = E, Desirable = D

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<tr>
<th>EXPERIENCE, SKILLS + KNOWLEDGE</th>
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<tr>
<td>Excellent customer service in a public-facing environment</td>
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<td>Good communication skills with the ability to inspire and adapt according to different types of audiences</td>
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<td>Clean driving licence</td>
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<tr>
<td>Experience in driving tractors and trailers</td>
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<td>Confident in talking about the countryside, wildlife and the environment</td>
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<td>Good standard of spoken English</td>
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<td>An effective team player who can support others</td>
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<td>To have a confident, friendly and problem-solving attitude</td>
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<td>Ability to work weekends, bank holidays and school holidays</td>
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<td>A commitment to equality &amp; diversity</td>
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<tr>
<td>An interest in or appreciation of heritage/the environment/nature</td>
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Please be aware that due to the nature of the job, you will be expected to work in all weather conditions and will be required to work weekends and school holidays.
OUR VALUES

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation’s mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results
## CONTRACT TERMS & BENEFITS

**Contract**
Fixed-term until Sunday 5th January 2025

**Notice after probation period**
1 month

**Annual leave entitlement**
25 days plus bank holidays (pro-rata for part-time employees)

**Location**
Harewood House Trust, Harewood, Leeds, LS17 9LG.
Harewood is 7 miles outside of Leeds and accessible by public transport: [goodjourney.org.uk/attraction/harewood-house/](http://goodjourney.org.uk/attraction/harewood-house/)

**Employee benefits**
Enhanced maternity, paternity and adoption entitlements;
Enhanced sick pay entitlements;
Employee Assistance Programme;
Access to complimentary passes for other Treasure Houses of England + Yorkshire’s Great, Houses, Castles & Gardens properties;
Staff discount in onsite cafés + retail outlets;
Free parking.

**Pre-work checks**
Two satisfactory references
Evidence of right to work in the UK
Clean driving licence
FURTHER INFORMATION

If you would like an informal discussion about this role, please contact Emily Long, People Manager, recruitment@harewood.org.

NEXT STEPS & HOW TO APPLY

Please submit an application form and an equality and diversity monitoring form before the closing date to recruitment@harewood.org. If you require the forms in an alternative format, please get in touch.

Harewood House Trust is a Disability Confident Employer and any applicants who identify as disabled and meet the essential criteria will be offered an interview. If you would like to declare you have a disability in order for this to be taken into consideration, or if you require any reasonable adjustments for any part of the recruitment process, please let us know.

Closing date: Monday 26 February 2024 at 10am

HOW WE INTERVIEW

- All candidates and applications will be considered and responded to within a reasonable time frame.
- We encourage all candidates to apply and make the interview process accessible according to different candidates’ needs.
- Interviewers will give their pronouns during the introductions.
- After the interview, we will provide feedback to unsuccessful candidates within a reasonable time frame.

Thank you for reading this pack. We look forward to hearing from you!
For more information please contact
Emily Long
People Manager
recruitment@harewood.org

HAREWOOD
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harewood.org

Photo credit Tom Arber