

Car Parking
Attendant
Festive Season
Candidate Pack



harewood.org



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages nearly 300,000 visitors every year through our three outstanding collections – art, garden and living – with a 30-year commitment to contemporary programming that links them. It is one of England's finest 18th century country houses, with a magnificent collection of fine and decorative arts; an accredited museum, with a nationally designated collection, it is also the family seat of the Earl and Countess of Harewood.

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.

In 2021, Harewood celebrated 250 years since the House was completed. 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. The Masterplan encompasses several capital projects to grow our audiences, generate new income and provide an excellent visitor experience. It includes development of a new Visitor Centre and car park, restoration of the Walled Garden, and conversion of a listed building back into a family and creative space, and new play.

VISITOR EXPERIENCE CAR PARKING ATTENDANT

Responsible to	Visitor Experience Team Leaders
Contract	1 x fixed-term contract available
Hours	Saturdays and Sundays from 30 November 2024 until 22 December 2024, increasing to 5 days over 7 from 23 December 2024 until 5 January 2025. 9.45am -2.15pm daily
Salary	National Living Wage, currently £11.44 per hour

MAIN PURPOSE OF THE ROLE

We're looking for a reliable and enthusiastic individual to join our Visitor Experience team over the festive period as a Car Parking Attendant.

Our Car Parking Attendants are some of the first friendly faces our visitors see on arrival, creating a positive first impression by providing a warm welcome before visitors experience the magic of our Christmas offer.

The role involves supporting traffic control by directing cars and coaches to available spaces in our car park, providing way-finding information to arriving visitors and answering any questions they may have about their visit.

You'll be provided with the necessary training to fulfil the role and as well as receiving daily operational briefings from the Duty Manager.

This is an outdoor role which will involve working in all weather conditions.

KEY RESULTS AREAS

- Proactively welcome visitors in a friendly and open way at all times
- Uphold excellent standards of customer service
- Provide visitors with accurate and comprehensive information to optimise the visitor experience
- Adhere to all Harewood House Trust policies and procedures including health and safety
- Actively contribute to the successful achievement of departmental and charity-wide goals
- Carry out any other duties as reasonably requested

PERSON SPECIFICATION

Essential = E, Desirable = D

Experience of providing excellent customer service in a public-facing environment	E
An effective team player who can support others in a busy, often pressured, environment	E
Ability to work weekends, bank holidays and event days	E
Experience of traffic control	D
Good standard of spoken English	E
To have a confident, friendly and problem-solving attitude	E
A commitment to equality & diversity	E
A commitment to working in the charity sector	E
An interest in or appreciation of the arts / culture / heritage	D

MORE INFORMATION

If you would like an informal discussion about this role, please contact us at recruitment@harewood.org.

NEXT STEPS & HOW TO APPLY

Please submit an application 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.



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. Saturdays and Sundays from 30 November 2024 until 22 December 2024, increasing to 5 days over 7 from 23 December 2024 until 5 January 2025.
Notice period	1 week
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/
Employee benefits	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

Closing date: Applications will be reviewed upon receipt

Thank you for reading this pack. We look forward to hearing from you!



For more information please contact
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HAREWOOD

Registered charity in England no 517753

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