

**Casual Visitor
Experience Team
Member
Candidate Pack**



harewood.org



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages around 250,000 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.

CASUAL VISITOR EXPERIENCE TEAM MEMBER

Responsible to	Visitor Experience Team Leaders
Contract	Casual
Salary	National Living Wage, currently £11.44 per hour

JOB SUMMARY

We're looking for passionate and enthusiastic individuals to join our Visitor Experience Team on a casual basis. 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. The duties of a Team Member are diverse. We expect the successful candidate/s to work across the site, in the House and the Park in order to fulfil the following roles:

Visitor Reception

- Provide a warm and friendly welcome to visitors upon arrival
- Process Member visits and sell admission tickets
- Inform visitors of any relevant information regarding their visit
- Welcome and process Group bookings

House

- Provide a warm and friendly welcome to visitors
- Engage with visitors about Harewood's histories, collections and exhibitions

Ferry

- Provide a warm and friendly welcome to visitors
- Safely transport visitors across the Lake by operating the Ferry
- Engage with visitors, encourage people to explore other parts of the site and sign up for membership
- Perform daily maintenance checks and ensure the Ferry is presentable to the public

Please be aware that due to the nature of the job, you will be expected to work in all weather conditions.

KEY RESULTS AREAS

- Proactively welcome visitors in a friendly and open way at all times
- Upholding the standards of customer service set out in the Harewood House Trust staff handbook, training and induction material
- Proactively introduce gift aid and membership and maximise up-selling opportunities with retail and catering services and products.
- A commitment to equal opportunities and health and safety
- Actively contribute to the successful achievement of departmental and charity-wide goals
- Adhere to all Harewood House Trust policies and procedures
- Carry out any other duties as reasonably requested

PERSON SPECIFICATION

E = Essential, D = Desirable

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 or working with ticketing systems	D
Knowledge of gift-aid	D
Skills and Attributes	
Good standard of spoken English	E
To have a confident, friendly and problem-solving attitude	E
Confident IT skills	E
A commitment to equal opportunities	E
An understanding of equality, diversity and inclusion and how this relates to accessibility in a public facing environment	D
An interest or appreciation of the Arts/Culture/Heritage sector	D
An interest in working in the charity sector	D

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

Casual

Hours

This role has no guaranteed hours of work; hours of work can therefore vary from week to week, and as a result, there may be weeks when no hours of work are offered. Casual workers are not obliged to accept any work that is offered.

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

Discount in onsite cafés + retail outlets;
Access to complimentary passes for other Treasure House of England + Yorkshire's Great, Houses, Castles & Gardens properties;
Free parking.

Pre-work checks

Evidence of the right to work in the UK

NEXT STEPS & HOW TO APPLY

To apply for the role, please send your CV to recruitment@harewood.org.

Closing date: Applications reviewed upon receipt

Please note, we reserve the right to close vacancies early if we receive sufficient applications. If you are interested, we advise you to submit your CV as early as possible.

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



For more information please contact
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recruitment@harewood.org



HAREWOOD

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