

Visitor Information & Sales Assistant Candidate Pack



harewood.org



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages nearly 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; 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.

The Trust has great ambitions for Harewood's continuing future, as well as celebrating it's fascinating past, including work on a masterplan to ensure Harewood's conservation, it's longevity and it's relevance to wider audiences today.

VISITOR INFORMATION AND SALES ASSISTANT

Responsible to	Membership & Sales Manager
Contract	Annualised
Hours	728 working hours per year (Saturday and Sunday) over 52 weeks of the year. 9.30 am - 5.30 pm during main season and 9.00 am - 5.00 pm during winter weekends. You will have a 1-hour unpaid lunch break daily.
Salary	£13.11 per hour

MAIN PURPOSE OF THE ROLE

We are seeking a friendly, confident and motivated individual to join our Visitor Information and Sales Team. You will bring experience of working in a public-facing role and a genuine commitment to delivering outstanding customer service to every visitor.

As part of our dedicated front-of-house team, you will provide consistent and professional cover across visitor contact points, responding promptly and positively to enquiries in person, by telephone, email and social media. Your role will be key in creating welcoming experiences that encourage repeat visits and inspire recommendations.

You will also play an important part in promoting the Trust and Harewood Membership, helping to build lasting relationships with our visitors. In addition to delivering excellent customer care, you will undertake a range of administrative responsibilities, including processing Group and Learning bookings.

VISITOR INFORMATION

- Carry out all duties related to Visitor Information, responding promptly and professionally to enquiries.
- Deliver exceptional customer service to both Members and Harewood visitors, ensuring a welcoming and positive experience at every interaction.
- Accurately record, manage and update bookings and enquiries using the CRM system, ensuring all visitor information is maintained to a high standard and in line with data protection requirements.
- Manage online and offline bookings for Group and Learning visits, including arranging additional tours, catering and any other specific requirements.
- Demonstrating a proactive and confident approach to sales, identifying opportunities to upsell additional experiences and services where appropriate.
- Welcome group visitors on arrival, ensuring a smooth and organised start to their visit.
- Actively promote and upsell additional events, activities and experiences to enhance visitor engagement and generate income.

MEMBERSHIP

- Demonstrating a proactive and confident approach, engage with visitors at the Membership and Information Hut in the car park, offering a warm welcome, promoting current events and experiences, and identifying opportunities to upsell Memberships, while also greeting and supporting existing Members.
- Carry out all duties relating to Membership administration, including processing new Memberships, renewals and Direct Debits, maintaining accurate CRM records, managing Member bookings
- Support the delivery of Member events when required, including assisting with the live running of events (with TOIL granted for work outside normal hours) and managing associated administration such as invitations and event registrations.

KEY RESULTS AREAS

- 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
- 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

Essential = E, Desirable = D

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 CRM systems	D
Knowledge of gift-aid	D
Good standard of spoken English	E
To have a confident, friendly and problem-solving attitude	E
Confident IT skills	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

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	Permanent, annualised hours
Notice period	1 month
Annual leave entitlement	25 days plus bank holidays (pro-rata for annualised 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/
Employee benefits	Enhanced sick pay entitlements; Employee Assistance Programme; Death in Service benefit scheme; 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

MORE INFORMATION

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

Closing date: 9th April 2026 at 12.00 noon

NEXT STEPS & HOW TO APPLY

Please submit an application form before the closing date to recruitment@harewood.org. Please state the job title on the email header, 'Visitor Information & Sales Assistant'.

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.

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

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HAREWOOD

Registered charity in England no 517753

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