

**Visitor Experience  
Supervisor  
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 EXPERIENCE SUPERVISOR

<b>Responsible to</b>	Visitor Experience Manager
<b>Contract</b>	Annualised
<b>Hours</b>	1097 working hours
	£13.19 per hour/£16,389.89 per annum

### Salary

### JOB PURPOSE

We're looking for a confident and organised individual to join us as a Visitor Experience Supervisor.

Harewood House is an exciting place to work with a busy annual programme in the House as well as many outdoor events and activities. We are looking for a friendly and flexible person who is looking for a varied role with an understanding this role will require you to be outdoors in all weathers.

You will be asked to supervise a variety of roles to ensure a smooth operation from welcoming guests to our 18<sup>th</sup> Century House and at our Visitor Reception, managing overflow car parking, ensuring the safe running of the ferry and shuttle and helping on event days. (concerts, car shows etc). You will be passionate about giving a fantastic first and last impression and get to know Harewood so that you can answer visitor questions and ensure a first-class visitor experience.

### MAIN PURPOSE OF THE ROLE

### KEY RESULTS AREAS

- Ensure the highest standards of visitor welcome and experience are upheld by yourself and the VE Team, including being the first point of contact for all enquiries, compliments and complaints.
- Confidently deal with any issues that may arise during the day and escalate to the Duty Manager where necessary.
- To be familiar with all emergency procedures on site and act following set procedures when required.
- Be a trained First Aider, ensuring all First Aid kits are maintained and restocked.
- Ensure the efficient day-to-day running of all aspects of the visitor operation making sure iPads, tills, PDQs and relevant paperwork is ready for daily use.

- Lead and motivate VETeam Members, ensuring standards are maintained and key areas are covered operationally.
- Maximise sales of admissions, memberships, events, and guidebooks actively working to achieve department and site wide KPIs.
- Lead daily opening and closing procedures for the House and Visitor Reception.
- Proactively promote Gift Aid and Membership and maximise up-selling opportunities with retail and catering services and products.
- Adhere to all Harewood House Trust policies and procedures.
- Undertake regular checks of the Shuttle Bus, Ferry and Visitor Experience vehicles to ensure safe operations and report any issues to the Visitor Experience Manager.
- Undertake any other duties that may be reasonable be required by the Duty Manager.
- Cover team member lunches and fulfilling team member positions in cases of absence.
- Support on Team Member training and induction procedures
- Please be aware that due to the nature of the job, you will be expected to work in all weather conditions.

## **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

Experience of working in a visitor attraction or customer service role in a public-facing environment	E
As effective team player who can support others in a busy, often pressurised environment	E
Ability to work weekends, bank holidays and event days	E
Experience of working with ticketing systems	D
Knowledge of relevant Health & Safety, fire and emergency procedures in a visitor attraction	E
Full clean UK Driving Licence	E
Highly organised with the ability to meet deadlines with changing operational priorities.	E
Working with volunteers	D
Proven experience of hitting commercial KPI's to maximise income generation and the ability to support and encourage the team to reach and succeed their sales targets	E
Proven communication skills and team leader experience, with the ability to successfully supervise and support a team of diverse staff and volunteers	E
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 equal opportunities	E
An understanding of Equality, Diversity and Inclusion and how this relates to accessibility in a public facing environment	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

<b>Contract</b>	Permanent, annualised hours
<b>Notice period</b>	1 month
<b>Annual leave entitlement</b>	25 days plus bank holidays (pro-rata for annualised employees)
<b>Location</b>	Harewood House Trust, Harewood, Leeds, LS17 9LG. Harewood is 7 miles outside of Leeds and accessible by public transport: <a href="http://goodjourney.org.uk/attraction/harewood-house/">goodjourney.org.uk/attraction/harewood-house/</a>
<b>Employee benefits</b>	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.
<b>Pre-work checks</b>	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](mailto:recruitment@harewood.org).

Closing date: 19<sup>th</sup> April 2026

## NEXT STEPS & HOW TO APPLY

Please submit an application form before the closing date to [recruitment@harewood.org](mailto:recruitment@harewood.org). Please state the job title on the email header, 'Visitor Experience Supervisor'.

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

**Lou Best**

People Manager

[recruitment@harewood.org](mailto:recruitment@harewood.org)



**HAREWOOD**

Registered charity in England no 517753

**harewood.org**