

**Visitor Experience
Team Member -
Ferry
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 – House, Garden & Art– 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.

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.

Our Masterplan identifies that significant capital investment in the site's buildings, landscape and infrastructure is required to deliver the Trust's strategic objectives, including visitor and income growth and community engagement. We plan to:

- Repurpose and refurbish The Bakehouse, a Grade II listed building adjacent to the car park, to create a Visitor Centre, with visitor facilities and an introduction to Harewood.
- Restore the 18th century West Pleasure Gardens between Harewood House and the Courtyard.
- Reimagine the former bird garden by creating new contemporary gardens.

VISITOR EXPERIENCE TEAM MEMBER - FERRY

Responsible to Assistant Visitor Experience Manager

Contract Fixed Term

Salary £12.71 per hour

Hours From May to September 2026. Further details about the hours and times of shifts are located below.

JOB SUMMARY

We're looking for passionate and enthusiastic individuals to join our Visitor Experience Team as part of our Chain Ferry Team.

Harewood House is an exciting place to work with a busy annual programme and the Chain Ferry is a unique part of our operation. We are looking for friendly and flexible people who are looking for a role controlling the ferry, with an understanding this role will require you to be outdoors in all weathers.

The role is about giving a fantastic welcome, providing an excellent ferry service across our lake, answering any visitor questions and ensuring a first-class visitor experience.

DUTIES & RESPONSIBILITIES

- Support the safe operation of the Chain Ferry, being vigilant for pedestrians and children.
- Perform daily maintenance checks and ensure the Ferry is presentable to the public.
- Welcome visitors to the Ferry, ensuring they are safely brought on board and the maximum capacity is maintained.
- Ensure safety measures are maintained and adhered to, and any issues flagged to the Duty Manager.
- Taking it in turns with a second team member, either control the Ferry speed or manage the ramp, to control the Ferry safely across the Lake, ensuring maximum speed levels are not exceeded and raise and lower the manual ramp during each crossing.
- Interact with all visitors, staff and volunteers in a positive, friendly and approachable manner.
- Answer general enquiries face to face in a professional manner.
- Be able to turn a complaint into a positive, going out of your way to rectify any problems or issues.
- Engage with visitors, encourage people to explore other parts of the site and sign up for membership.
- Upholding the standards of visitor experience as set out in Harewood House Trust Staff Handbook, training and induction material. Adhere to all Harewood House Trust policies & procedures.
- A commitment to equal opportunities and health & safety.
- Actively contribute to the successful achievement of departmental and charity wide goals.
- Undertake any other duties that may be reasonably required by the Manager or Supervisor on duty.

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
Good standard of spoken English	E
To have a confident, friendly and problem solving attitude	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.	E

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 from May to September 2026

Hours

There are multiple roles available.

Saturday & Sundays 8 hours per weekend over 2 days with shifts from 11.00 am - 3.00 pm.

During school holidays, 16 hours per week over 4 days with shifts from 11.00 am - 3.00 pm.

or

Saturday & Sundays, 8 hours per weekend over 2 days with shifts from 11.00 am - 3.00 pm

During school holidays, 12 hours per week over 3 days with shifts from 11.00 am to 3.00 pm.

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, go to www.harewood.org, complete the application form and email to Recruitment@harewood.org

Closing date: Friday 29th May 2026

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 application 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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