

Visitor Experience Trailer Tour Guide Candidate Pack



harewood.org

Photo credit Lee Beel



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages over 250,000 visitors every year through our three outstanding collections, art, garden and living – It is one of England's finest 18th century country houses, with a magnificent collection of fine and decorative arts; and a passion for reimagining the role of a historic house in the 21st Century. 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.



VISITOR EXPERIENCE TRAILER TOUR GUIDE

Responsible to Visitor Experience Manager

Hours Variable hours available ranging from 4.5 - 13.5 hours per week, on Thursdays, Fridays & Saturdays from the 23rd July to the 5th September 2026. 10.00 am - 3.00 pm with possibility to additional hours subject to demand.

Salary £12.71 per hour

Job Summary

We are looking for passionate and enthusiastic individuals to lead our new passenger wagon safari tours which are due to launch this summer. In 2026, we want to inspire our audiences by taking them on trailer tours of our parkland and wider Estate, revealing the many layers of Harewood's historical landscape and exploring our rich flor and fauna.

Visitors will get to experience up close our native wildlife and farm animals and learn about our approach to conservation and sustainability. The role involves travelling on board the passenger wagon, sharing interesting facts and knowledge about Harewood Estate using a scripted tour.

We have range of hours available from 4.5 to 13.5 hours per week from the 23rd July to the 5th September 2026.

KEY RESULT AREAS

- Deliver a tour to visitors whilst travelling on the passenger wagon, using a pre-written script.
- Ensure the visitor experience is delivered to the very highest standards and adhere to timings.
- Following daily opening and closing procedures as appropriate.
- Perform pre-trip and post-trip inspections.
- Observe and report any incidents immediately, which may affect the tour, other team members or visitors.
- Uphold standards of customer service as set out in the Harewood House Trust Staff Handbook, training and induction material.
- Adhere to all Harewood House Trust policies and procedures.

PERSON SPECIFICATION

Essential = E, Desirable = D

EXPERIENCE, SKILLS + KNOWLEDGE	
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
SKILLS & ATTITUDE	
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	D
An interest in working in the charity sector	D
An interest in or appreciation of heritage/the environment/nature	D

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

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 until the 5 th September 2026
Notice after probation period	1 month
Annual leave entitlement	25 days plus bank holidays (pro-rata for part-time 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 maternity, paternity and adoption entitlements; Enhanced sick pay entitlements; Employee Assistance Programme; 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 Clean driving licence



FURTHER INFORMATION

If you would like an informal discussion about this role, please contact Lou Best, People Manager, recruitment@harewood.org.

NEXT STEPS & HOW TO APPLY

Please submit an [application form](#) and an [equality and diversity monitoring form](#) before the closing date to recruitment@harewood.org.

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.

Closing date: Monday 13th July 2026 at 9.00 am.

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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People Manager
recruitment@harewood.org



HAREWOOD

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Photo credit Tom Arber