

Retail Assistant 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.



RETAIL ASSISTANT

Responsible to Retail Manager

Hours 896 hours over 12 months

2 days per week during the summer season (March - October) and 5 days per week during Christmas season (October- January). Weekend and

Salary occasional evening working is required.

Contract £10,917 per annum

Annualised Permanent contract

Job Summary

Working as part of our Retail team, you will help with the day to day running of our retail outlets, providing excellent customer service whilst helping us to maximise sales.

This role may include some heavy lifting and outdoor working so applicants should be comfortable with these aspects of the role.

KEY RESPONSIBILITIES

- Welcoming visitors in a friendly, courteous and helpful manner.
- Providing accurate information about Harewood and our products.
- Helping customers find the right products and developing strong product knowledge.
- Keeping shop floors well stocked, clean and beautifully presented.
- Receiving deliveries, checking stock and reporting discrepancies.
- Supporting stock takes and stock rotation.
- Keeping stock rooms organised and safe.
- Processing sales and assisting with our EPOS system.
- Supporting promotions, markdowns and merchandising.
- Building positive relationships with new and returning customers.
- Handling customer enquiries confidently and professionally, including challenging situations.
- Supporting the Harewood online shop by keeping product information up to date and fulfilling online orders.
- Helping to set up, replenish and clear down retail areas.
- Working collaboratively with colleagues while also being confident working independently.
- Undertaking other reasonable duties as required by your Line Manager.

PERSON SPECIFICATION

Essential = E, Desirable = D

EXPERIENCE, SKILLS + KNOWLEDGE	
Customer service experience	E
Excellent communication skills	E
A positive, flexible and collaborative approach to working as part of a team	E
The ability to work independently and use initiative	E
A commitment to equality & diversity	E
A commitment to working within the charity sector	E
Previous retail experience	D
Experience in using an EPOS system	D
An interest or appreciation of arts, culture and heritage	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	Annualised Permanent Contract
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. On your email header, please state you are applying for the, 'Retail Assistant' role.

C.V's will not be accepted.

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: 25th September 2026 at 12.00 noon

Interviews will take place TBC

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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recruitment@harewood.org



HAREWOOD

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Photo credit Tom Arber