



Hartlebury Castle Trust

Job Title: Heritage Welcome Co-ordinator – Part Time position

Reporting to: Operations Manager

Salary: £10 – £12.21/hr (Minimum/Living wage – age dependent)

Hours of Work: 34.25hrs per three-week work period*

Background

Hartlebury Castle has a fascinating history, with many intriguing stories to tell. Three of its bishops became saints, two were burned at the stake and one became the Pope who refused Henry VIII his divorce. They have amazing stories to tell and their history alongside that of Hartlebury Castle, their former residence, is inextricably linked with the history of the nation.

The estate is owned by Hartlebury Castle Trust (HCT), a registered charity. Our purpose is to bring the wonderful stories of those who lived and worked at the Castle to our visitors and the wider public. Working in collaboration with Museums Worcestershire, who operate Worcestershire County Museum, visitors can experience hands-on exhibitions, talking portraits and a beautiful moat walk as part of their day out.

The estate includes a café, shop and let cottages. We also continue to make memories as a unique private function and wedding venue.

Job purpose overview

We are seeking a dedicated and enthusiastic Heritage Welcome Coordinator to be the first point of contact for visitors, volunteers, and stakeholders. This role is key to ensure smooth operations at our heritage site, providing a welcoming and informative experience for all, while assisting with daily administrative tasks. You will oversee a range of activities from sales and stock management to welcoming visitors and follow security procedures. This is a diverse role that requires attention to detail, excellent customer service, and an ability to work collaboratively within a team, but also individually. This a permanent role and the successful candidate will work closely within a small team.

Key Responsibilities

Customer Service & Reception Duties:

- Greeting visitors upon arrival and providing them with necessary information about the site.
- Front of house role, welcoming stakeholders from Museums Worcestershire, Hartlebury Castle Trust, volunteers, whilst ensuring sign in protocols are followed.
- Answering phone calls and handling email enquiries, always ensuring a positive and professional service.

- Liaising with group visit bookings, particularly free-flow groups, ensuring all logistics are coordinated efficiently.
- Promote and advocate for the visitor attraction and to proactively support HCT's other activities including fundraising and ticketed events.
- Maintain a professional and business-like appearance in keeping with this customer facing role and communicate in a warm, welcoming and approachable manner.

Sales & Stock Management:

- Maximising sales by promoting products, in our gift shop.
- Restocking the gift shop, ensuring items are available and well-presented.
- Assisting with regular stock takes (including the annual stock take in January) and monitoring perishable use by dates.
- Uploading, managing and packaging items sold online and ensuring correct processes are followed.

Administrative & Operational Support:

- Distributing post to the appropriate people.
- Cashing up and managing daily takings.
- Contributing to uploading stock onto the system, ensuring accurate product records are maintained.
- Assisting with Gift aid recording

Health & Safety and Training:

- Undertaking training as required
- Maintaining a clean work area, including emptying bins and ensuring the reception area remains tidy and welcoming.
- Supporting Visitor Engagement Supervisors when needed (especially during busy periods or special events).
- Opening and closing reception at the beginning and end of each day, ensuring the security and operational readiness of the building.

Other Responsibilities

- Supporting volunteers: providing guidance and assistance when needed.
- Reporting to the Operations Manager: providing regular updates on tasks and issues.
- Flexibility to take on other roles as needed and cover the Visitor Engagement Supervisor role when required.

Additional Information

Hours of Work: Job share. 3-week rota. 1 weekend in every 3 and 1 weekday each week. 34.25hrs per work period*

Weekday: 9.30am – 5.15pm (7.25hrs)

Weekend: Saturday & Sunday 10.30am – 5.15pm (6.25hrs)

*There is a possibility of 2 weekends in every 3 being available. If interested, please state this on your application.

Access to site: Due to the rural location of the site and restricted public transport, ideally the post-holder will have access to and use of own transport.

How to Apply: Please send a CV (no more than 2 pages) and cover letter (no more than 1 page) outlining the reasons for your interest and why you believe yourself to be suitable for this post to Chantel Summerfield – events@hartleburycastle.com. Please include your full contact details and two referees who know your employment and work.

Deadline: Friday 13th March, 12noon

If you are selected for interview, it is anticipated that these will be on Wednesday 18th March. Alternative dates will be considered on a case by case basis.

Equality and Diversity

The Trust has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand comply with and promote its policies in their work.

Health and Safety

The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Trust will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Trust must be competent. All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to, safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at the Trust.



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Castle Trust**

Person Specification

Skills and Qualifications

Essential

- Strong **communication** and **customer service** skills.
- Excellent organisational skills with the ability to manage multiple tasks efficiently.
- Proficiency in **Microsoft Office** (Word, Excel, Outlook) and ability to quickly adapt to new systems.
- Ability to handle **cash** and financial transactions with accuracy.
- **Attention to detail** in stock management and administrative tasks.
- Willingness to undertake **training** in relevant areas (e.g., first aid, food hygiene).
- **Team player** with the ability to work independently when needed.

Desirable

- Previous experience in a **front of house** or **customer service** role, ideally within a museum, heritage site, or visitor attraction.
- Knowledge or interest in **local history** and the **heritage sector**.
- Ability to **problem-solve** quickly and remain calm in high-pressure situations.

If you have a passion for heritage, enjoy working with people, and thrive in a busy, customer-facing environment, we would love to hear from you!