



Activity Leaders – Muncaster Castle

Various Contracts: Full Time/Part Time/Casual

Term: Seasonal Fixed Term (March-October)

Hours: As business requires with seasonal variances. (From casual up to 40hrs per week)

Wage: £12.71

Holiday: 28 days per year (including BH's) - pro rata for fixed term

Responsible to: Operations Manager

Accommodation: Discounted accommodation available if required.

Benefits: Good overall package including Holiday, Pension and a great work/life balance.

Age: Over 18's only

Background:

Muncaster Castle is one of The Lake District's most important heritage visitor attractions. Our stunning site includes an impressive castle with 800 years of history, plus the associated stables, courtyards and walled gardens, all set in over 70 acres of beautiful gardens and wider estate, with breathtaking views over some of the most famous and picturesque Lake District Fells. We are home to an important and renowned Hawk & Owl Centre, and many popular seasonal festivals and events. We have been welcoming daily visitors to Muncaster since 1968, and currently host over 60,000 visitors a year, with an ambition to significantly grow this number.

The Weapons Hall

One of Muncaster's most thrilling recent additions is our Medieval Weapons Hall — a high-energy, immersive space where visitors don't just watch history, they step straight into it. Guests are invited to try their hand at archery, axe throwing, crossbow shooting and sword fighting, learning the core skills of a medieval knight while letting their imagination run wild. For those booking a full-day experience, the adventure goes even further, with the unforgettable opportunity to handle birds of prey and enjoy a private, behind-the-scenes castle tour.

This is a fun, interactive activity experience, not historical re-enactment. Set within a richly themed environment, The Weapons Hall blends storytelling, spectacle and hands-on participation — and offers a mix of weaponry options to keep experiences fresh, accessible and exciting for all audiences.

Having firmly established itself in 2025 as one of West Cumbria's must-do attractions, The Weapons Hall now looks ahead to 2026 with ambitious plans. The next phase of



development will deepen immersion even further, introducing expanded experiences, historical craft activities and traditional skills, creating richer, longer and more memorable adventures for our visitors.

The Team:

We are looking for dynamic and enthusiastic people to lead the activities themselves, creating a memorable and fun experience for our guests, as well as imparting skills and knowledge.

Although previous industry experience is not a prerequisite, a candidate with knowledge of leading similar activities would be preferred. The candidate should also be able to add an element of theatre and historical knowledge to the customer experience. If you have not led any of these specific activities before, the ability to offer a fantastic customer experience is essential, and we can then offer specific activity training.

We are looking for a mix of full time, part time, and those who are looking for weekend work only.

The castle is also located in one of the most beautiful parts of the United Kingdom with a focus primarily on day time activities, so it is also a fantastic lifestyle opportunity and a great way to spend the season in the Lake District.

Muncaster hosts a number of popular seasonal festivals, and The Weapons Hall Activity Leaders will play a key role in helping to deliver all of our event and education offerings. You will be required to support the day to day operation of the visitor attraction and the enjoyment of Muncaster Castle by its visitors by adopting a flexible approach to your work duties. In addition to the duties that your job normally involves, and/or instead of such duties, we may require you to undertake other duties in accordance with our business needs.



Focus:

The focus of The Weapons Hall Activity Leaders will be:

- To deliver a fantastic customer experience
- To create an element of theatre and an “experience” that goes beyond just the technical activity.
- To deliver all activities safely and according to Risk Assessments and Standard Operating Procedures at all times.
- To lead groups and support others to do so.
- To contribute to all risk assessments and standard operating procedures.
- To help deliver a corporate management away days business.
- To support the marketing and communications of the Weapons Hall experiences at Muncaster through social media channels.
- To support the learning and engagement team, working with organised school and uniformed groups.
- Support day to day operations at Muncaster Castle

Main Responsibilities:

- Deliver a consistent level of high quality service and customer experience.
- Undertake appropriate training to become skilled as an instructor.
- Personally lead activity sessions with knowledge and enthusiasm.
- Ensure all equipment is maintained to a high standard and carry out repairs as required.
- Set up and clear down The Weapons Hall before and after sessions.
- Be responsible for all Health and Safety compliance across your areas of responsibility.
- Assist with retail and bar sales across site and add support to all other departments when required.
- Respond helpfully and positively to any customer complaints relating to areas of responsibility.
- Ensure all areas of the site are developed and maintained safely, with particular focus on the Weapons Hall
- Help deliver activity packages for Management Away Days at Muncaster & education groups.
- Support gardening, maintenance, Hawk & Owl, hospitality, castle and events teams as required



Knowledge, Experience and Skills Required - Essential (E) and Desirable (D)

1. The knowledge, experience and skills required to deliver the above responsibilities and to 'hit the ground running' (D)
2. Understanding of, and experience of working in, a seasonal visitor attraction (or comparable) (D)
3. Considerable training in, and experience of, running at least one of the stated activities.(D)
4. Understanding of how to ensure high standard customer service and customer experiences (E)
5. Understanding of how to make a theatrical experience from The Weapons Hall activities(E)
6. Huge enthusiasm for the role and an engaging personality. (E)
7. Willingness to assist with both retail and bar sales across site. (E)
8. Understanding of (or ability to learn and adhere to) all Health and Safety and other statutory/advisory compliance requirements for running comparable activities and event operations (E)
9. A desire to work hard, make a difference and the ability to maintain good humour and enthusiasm at all times (E)
10. Experience of running all of the following - archery, axe throwing, crossbow shooting, sword fighting activities (D)
11. Experience of having organised and operated management away days that include diverse activities (D)
12. Knowledge about medieval weapons training or a willingness to learn (E)
13. Interested in birds of prey, heritage & gardens (D)

To Apply: Please send an up to date CV and brief cover letter saying how you meet the criteria and why you want this role to luke@muncaster.co.uk

Closing Date: The closing date for applications is **Monday 16th February** but please apply as soon as possible as we will fill positions as soon as the right candidates apply.

Start Date: We are looking for our core team to start 9th March 2025 but holiday workers can potentially join later in the year.

For more information about Muncaster Castle please go to www.muncaster.co.uk



Benefits:

- Company events
- Discounted or free food
- Free parking
- Housing allowance
- On-site parking
- Relocation assistance
- Sick pay

Schedule:

- Day shift
- Every weekend
- Holidays
- Monday to Friday
- No weekends
- Weekend availability
- Weekends only

Experience:

- activity leadership: 1 year (preferred)
- archery/crossbow/axe throwing instruction: 1 year (preferred)
- Customer service: 1 year (preferred)

Language:

- English (preferred)

Work authorisation:

- United Kingdom (required)

Ability to Commute:

- Ravenglass (required)



Ability to Relocate:

- Ravenglass: Relocate before starting work (required)

Work Location: In person

Application deadline: 16/02/2026

Expected start date: 09/03/2026