



Activity Supervisor – Muncaster Castle

- Contract:** Full Time
- Term:** Seasonal
- Wages:** £13.71 per hour
- Hours:** As business requires with seasonal variances (av 40hrs/week)
- Responsible to:** Operations Manager (Events, Activities, Site)
- Responsible for:** Weapons Hall Team

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.

Focus:

The focus of the Senior Activity Leader will be:

- To deliver a fantastic customer experience, making The Weapons Hall a destination in its own right.
- Assist Operations Manager to lead, rota, train and manage The Weapons Hall team.
- 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 ensure all team members are trained to a high standard ensuring they can operate activities safely at all times.
- To create an element of theatre and an "experience" that goes beyond just the technical activity.
- To help develop and deliver a corporate management away days business.
- To support the marketing and communications of The Weapons Hall experiences at Muncaster.
- To support the learning and engagement team, working with organised school and uniformed groups.
- To ensure the Weapons Hall is maintained safely for visitors, and that the general appearance and experience of the site is of the highest quality.
- 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
- Work with all departments associated to program and deliver private bookings, school groups, medieval experiences and parties within The Weapons Hall
- Ensure Glamping tents are maintained, cleaned and prepared for new visitors and work with Reception to ensure bookings are added to calendar.
- Develop and maintain operating systems and procedures within The Weapons Hall to help with day to day operational requirements.

To Apply: Please send us 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 2026

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



Benefits:

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

Experience:

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

Language:

- English

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