



## Visitor Assistant - Muncaster Castle

**Hourly Contracts:** Part Time/Casual (Now – December 2026).

**Hours:** As business requires with seasonal variances. Varied contracts available up to 30 hours per week with additional hours during festivals.

**Pay:** Minimum Wage

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

**Start Date:** Negotiable

**Responsible to:** Head of Castle, Marketing & Administration.

**Accommodation:** Discounted accommodation available if required.

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

### Background:

Muncaster Castle is one of the Lake District's most important heritage visitor attractions, set within over 70 acres of stunning gardens and wider estate, with breathtaking views of some of the most picturesque Lakeland fells. The castle itself has been home to the Pennington family for over 800 years, and they remain actively involved in shaping its future.

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. Our mission is to protect and share the heritage and history of this extraordinary place, ensuring it continues to inspire and delight for generations to come.

Our site includes the historic castle and gardens, the Hawk and Owl Centre, The Stables Café, gift shops and The Weapons Hall activity centre. We also host a wide range of popular seasonal festivals and events, creating unforgettable experiences for visitors of all ages.

As we transition into an exciting new phase under the next generation of leadership, we are looking to build a dynamic team to help us elevate Muncaster's visitor experience and offerings. If you are looking for a role where you can make a real impact while working in one of the most beautiful places in the world, we would love to hear from you!



## What You'll Do

As a Visitor Assistant, you will be the first point of contact for our visitors, ensuring they have a warm and memorable welcome. Your role will include:

- Selling and checking tickets at our various ticket points.
- Providing exceptional customer service and information to visitors.
- Retail duties in the Muncaster Shop.
- Welcoming guests to historic spaces within the Castle.
- Leading tours of the castle to a variety of audiences.
- Being an enthusiastic advocate for Muncaster, sharing its history, nature and events.
- Helping with general site duties, including cleaning and maintaining a welcoming environment while supporting gardening, maintenance, Hawk & Owl, hospitality, castle and events teams as required and appropriate.
- Supporting Muncaster's marketing.
- Getting stuck into a variety of tasks - no two days are the same!

## What We're Looking For

We need people who:

- Have energy and enthusiasm for delivering top-notch customer experiences.
- Are happy to multi-task and get involved in different areas.
- Are friendly, confident, and love meeting people.
- Have a willingness to learn and share Muncaster's incredible stories.
- Can work flexibly, including weekends and holidays.

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

- Huge enthusiasm for the role and an engaging personality. (E)
- Understanding of how to ensure high standard customer service and customer experiences. (E)
- A desire to work hard, make a difference and the ability to maintain good humour and enthusiasm at all times. (E)
- Interest in history, birds of prey, heritage & gardens. (D)
- The knowledge, experience and skills required to deliver the above responsibilities. (D)
- Understanding of, and experience of working in, a seasonal visitor attraction (or comparable). (D)
- Cash handling and EPOS experience. (D)
- Retail experience. (D)
- Willingness to assist with relevant duties across site. (E)



- Knowledge of Marketing. (D)
- Experience of delivering talks and tours to a variety of audiences. (D)

### **Benefits:**

- Company events
- Discounted or free food
- Free On-site parking
- Working in one of the most beautiful parts of the UK
- Relocation assistance
- Sick and holiday pay
- Career building opportunity - Coming in at the start of some very exciting developments with a chance to shape those developments – the potential is enormous and the vision inspiring.
- Working with a friendly family team who all have a great love for Muncaster – it's hard work but there is never a dull moment, and we all have a lot of fun!

**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 at Muncaster Castle.

### **Why Join Us?**

- Work at a stunning historic site with incredible views and fascinating stories.
- Be part of an exciting new chapter at Muncaster Castle.
- Enjoy a fun and supportive team environment.
- We offer great staff accommodation at very competitive rates.

If you're looking for a seasonal role, a new challenge, or even a once-in-a-lifetime opportunity, we'd love to hear from you!

### **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 [kym@muncaster.co.uk](mailto:kym@muncaster.co.uk)

Please also state what contract/days/hours you are preferably wanting to work.