



Head of Department – Weapons Hall & Outdoor Activities

Muncaster Castle

Location: Muncaster Castle, Ravenglass, Cumbria CA18 1RQ

Contract: Full Time

Term: Permanent

Wages: £28,500 – £30,000 salary dependant on experience.

Hours: As business requires with seasonal variances (average 40hrs/week)

Accommodation: Housing available if needed

Responsible to: Operations Manager (Events, Activities, Site)

Responsible for: Weapons Hall Team & Outdoor Activities Team

Background

Muncaster Castle is one of The Lake District's most important heritage visitor attractions. Our stunning site includes an impressive castle with over 800 years of history, associated stables, courtyards and walled gardens, all set within more than 70 acres of beautiful gardens and wider estate, with breathtaking views across some of the Lake District's most iconic fells. In addition to this it has over 2000 acres of estate, including a river, various water bodies and access to the coast.

We are home to a renowned Hawk & Owl Centre, a busy programme of festivals and events, and a growing portfolio of immersive visitor experiences. Since opening to visitors in 1968, Muncaster has welcomed tens of thousands of guests each year, with ambitious plans for continued growth and development.

Weapons Hall & Outdoor Activities Context

One of Muncaster's most exciting recent additions is our Medieval Weapons Hall, a high-energy, immersive experience where visitors do not simply watch history, but step directly into it.

Guests can take part in archery, axe throwing, crossbow shooting and sword skills sessions, learning the core skills of a medieval warrior within a richly themed environment. Full-day experiences may also include handling birds of prey and private behind-the-scenes castle tours.

This is not historical re-enactment, but an engaging, theatrical and hands-on activity experience designed to create unforgettable memories for families, schools, corporate groups and private bookings alike. This will be the initial focus of the role for the 2026/27 season.



Following a hugely successful 2025 season, we are looking to expand our activities offering and are now entering an ambitious new phase of development for 2026 and beyond.

This includes expanded immersive experiences, historical craft activities, traditional skills workshops, and the introduction of outdoor adventure and water sports experiences designed to broaden Muncaster's activity offering, appeal to new audiences and is well aligned with the landscape that makes up Muncaster Estate.

Role Overview

We are looking for an experienced, energetic and highly motivated Activity Leader to take on a Head of Department role to lead our onsite activities.

This role combines hands-on activity leadership with departmental management responsibilities. The successful candidate will oversee the day-to-day operation, staffing, safety, programming and future development of The Weapons Hall while also supporting the creation, implementation and operational management of a new Water sports offering at Muncaster.

This is a leadership role suited to someone who thrives in a fast-paced visitor attraction environment, enjoys creating memorable guest experiences, and is passionate about developing adventurous outdoor activities to a high professional standard. It also includes interacting with a very varied audience, whether that be young families on holiday, corporates having an away day or festival goers wanting something a bit different.

In addition to your core responsibilities, you will also be involved in the wider Muncaster business, whether that be supporting event setup or take down, gardening activities, castle and heritage or involvement with the bird team.

The position is one that will in the next 3 years have extreme growth opportunity with the strategy targeting expanding our activities offering.

Key Focus Areas

The focus of the Senior Activity Leader & Head of Department will be:

- To lead and manage The Weapons Hall as a flagship visitor experience and operational department.
- To oversee the recruitment, training, rota management and ongoing development of all Weapons Hall and associated activity staff.
- To develop and implement operational systems, procedures and standards across all activity areas.



- To support the Operations Manager in the strategic growth and future direction of the activity offering at Muncaster.
- To oversee the safe introduction and delivery of Water sports activities, including assisting with planning, equipment procurement, risk management and instructor standards.
- To ensure all activities are delivered safely and professionally in accordance with Risk Assessments and Standard Operating Procedures.
- To create immersive, theatrical and engaging visitor experiences that go beyond the technical delivery of activities.
- To support the development of corporate away days, private bookings, educational visits and premium experiences.
- To contribute to marketing, promotional content and social media activity relating to Muncaster's adventure experiences.
- To maintain exceptionally high standards across all activity areas, ensuring facilities, equipment and visitor spaces are safe, clean and visually engaging.
- To work collaboratively with all departments across the estate to support the wider operation of Muncaster Castle.

Main Responsibilities

- Lead the daily operation of The Weapons Hall and associated activity areas.
- Act as Head of Department for activity operations, ensuring high standards of delivery, presentation and guest experience.
- Recruit, train, mentor and supervise seasonal instructors and activity staff.
- Create staff rotas and support workforce planning in line with operational demand.
- Personally lead activity sessions with confidence, professionalism and enthusiasm.
- Assist in the design, implementation and operation of a Water sports programme, including helping establish procedures, staffing structures and activity delivery standards.
- Ensure all activity equipment is maintained to a high standard and undertake repairs or maintenance where appropriate.
- Be responsible for Health & Safety compliance across all activity areas.



- Assist with writing and reviewing Risk Assessments and Standard Operating Procedures.
- Monitor and maintain activity records, inspections and operational documentation.
- Set up and clear down activity areas before and after sessions.
- Respond professionally and positively to customer feedback and complaints.
- Work with the Events, Hospitality, Education, Hawk & Owl, Grounds and Castle teams to deliver integrated visitor experiences.
- Support the delivery of management away days, school visits, medieval experience packages and private events.
- Assist with retail, bar and wider site operations when required.
- Ensure glamping accommodation is maintained, prepared and coordinated with Reception bookings.
- Help identify new activity opportunities and contribute ideas for future business growth.

Essential Skills & Experience

- Experience leading outdoor activity sessions or adventure experiences.
- Experience in archery, axe throwing, crossbow or similar activity instruction.
- Water sports qualifications and experience delivering water sports activities.
- Strong leadership and team management skills.
- Excellent customer service and communication abilities.
- Confident working in a fast-paced visitor attraction or hospitality environment.
- Strong understanding of Health & Safety procedures and operational compliance.
- Ability to motivate staff and maintain high standards across a department.
- Flexible and proactive approach to work.

Desirable Skills & Experience

- Experience managing seasonal teams.
- Experience writing Risk Assessments and Standard Operating Procedures.



- Experience delivering educational, theatrical or immersive experiences.
- First Aid qualification.
- RYA, Paddle UK or other outdoor activity qualifications beneficial.

Experience in establishing a new activity centre or activities

Benefits

- Company events
- Discounted food
- Relocation assistance
- Sick pay

Experience

- Activity leadership: 1 year (required)
- Archery/crossbow/axe throwing instruction: 1 year (required)
- Water sports or outdoor adventure activity experience (required)
- Customer service: 1 year (preferred)

Language

- English

Ability to Commute

- Ravenglass (required)

Ability to Relocate

- Ravenglass: Relocate before starting work (required)

**Application Deadline**

07/06/2026

Expected Start Date

01/07/2026

To Apply

Please send an up-to-date CV and brief cover letter outlining how you meet the criteria and why you would like this role to:

luke@muncaster.co.uk

For more information about Muncaster Castle please visit

[Muncaster Castle](#)