



## **Activity Leaders - Weapons Hall**

Contract:	Full Time/Part Time/Casual
Term:	Seasonal Fixed Term (March-October)
Hours:	As business requires with seasonal variances (up to 40hrs/week)
Salary:	£11.50 - 12.00/hr
Holiday:	28 days per year (including BH's) pro rata for fixed term
Responsible to:	Weapons Hall Supervisor/s
Accommodation:	Discounted accommodation available if required for full time staff
Benefits:	Good overall package
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 grounds 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 and 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 the most exciting developments for 2024 at Muncaster is the creation of a Medieval Weapons Hall, where we will be offering our customers the chance to try their hand at archery, axe throwing, crossbow shooting, plus our own special versions of 'jousting' and sword fighting - all of the skills training to become a 'medieval knight' - if they want to let their imaginations go. If they come for a full day's experience they also get to experience handling birds of prey and get a special private castle tour.

This is a fun activity experience in a themed venue, rather than a re-enactment experience - and we will be offering both more traditional and modern weaponry options.

This is one of the most exciting visitor experiences being created in Cumbria this year, and we need a special team to come and lead the activities in the Weapons Hall.

### **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.



You will ideally need to have experience of leading similar activities, and also be able to add an element of theatre and 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 would love people to come and live and work here for the season, but would also welcome applications from people looking for part time, weekend, or holiday work.

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 will play a key role in both our huge Halloween event and the Medieval Muncaster Festival.

### **Focus:**

The focus of the Weapons Hall Activity Leaders will be:

- To deliver a fantastic customer experience, making the Weapons Hall a destination in its own right.
- 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.

### **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 both retail and bar sales in the Weapons Hall.
- Respond helpfully and positively to any customer complaints relating to areas of responsibility.
- Ensure all of the Weapons Hall areas are developed and maintained safely.
- Help deliver activity packages for Management Away Days at Muncaster & education groups



### **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 in the Weapons Hall. (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 (D)

### **How To Apply**

Please go to **Indeed** and look for jobs at Muncaster Castle.

You will need to send a CV and brief covering letter saying how you meet the job criteria, why you want this role, and why you want to work at Muncaster.

Please don't send a CV without a covering letter, and please don't email us directly.

**Closing Date:** The closing date for applications is Monday 26<sup>th</sup> Feb, but please apply as soon as possible as we may appoint suitable candidates sooner than that as they apply.

**Start Date:** We are looking for people who can start mid-March to be trained in time for opening to the public on the 23<sup>rd</sup> March, but we will consider strong applications who can only start after that date.



**Benefits:**

- Competitive wage
  - Extraordinary lifestyle opportunity in an amazing location - living in the Lake District, working at a Castle, with the majority of evenings free
  - Different contracts available to suit need and business requirements
  - Discounted onsite accommodation can be discussed as part of a package if required
  - 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!
- A chance to work here:



- A chance to work with our fantastic team:

