



ENGLISH
HERITAGE

Job Title: **Manager**

Location: **Barnard Castle**



ABOUT BARNARD CASTLE

Spectacularly set high above the River Tees, Barnard Castle takes its name from its 12th century founder, Bernard de Balliol. It was later developed by the Beauchamp family and then passed into the hands of Richard III.

Today the site welcomes c.26,000 visitors a year to discover the history of the castle and admire the stunning views over the Tees Gorge. There is also a shop and a garden. You will be responsible for the management of a site team of c.5 staff and volunteers to deliver c.£140,000 income while managing an expenditure budget of c.£83,000 p.a.

EVERYONE'S WELCOME

We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve.

WHO WE ARE

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year. By joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come.

WE'RE FLEXIBLE

We are dedicated to the wellbeing of our employees. We recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We will actively support you to find the balance which enables you to thrive.

WE'RE DISABILITY CONFIDENT

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.



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AS PART OF THE TEAM, YOU WILL:

People

- recruit, train and induct site staff and volunteers.
- develop a high-performing team with effective line management of site staff and volunteers.
- agree and monitor Performance Development Reviews.
- adopt a coaching and mentoring management style.
- schedule shifts to meet the needs of your site and your staff.

Finance

- contribute to budget setting for your site.
- manage all income and expenditure budgets.
- lead your team to meet commercial targets, with a focus on profitability.
- manage and forecast your site's payroll budget.
- follow all English Heritage financial procedures.

Compliance

- make sure your site complies with statutory legislation and English Heritage procedures for dealing with fire, security and health and safety matters.

Visitor Experience

- deliver an inspirational visitor experience through high standards of presentation and customer service.
- champion the recruitment and retention of English Heritage members.

Stakeholder Relations

- maintain positive relationships with key internal and external stakeholders and act as ambassador for English Heritage with local groups and networks.
- deputise for or be the first point of contact for your manager during absences.
- represent your department/territory/team on project teams.

Operations

- oversee the planning and delivery of all activity on site, including work undertaken by contractors, whether that's commercial activity, education programmes, garden and landscape management, site interiors, events, venue hire, or animal welfare.
- oversee the duty management system, including out of hours and on-call.



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WHO WE ARE LOOKING FOR:

We're looking for someone who has experience of:

- managing a visitor operation.
- supervising a team to deliver a consistent standard of visitor experience.
- generating profit by meeting revenue targets and controlling costs.

You must be:

- an effective communicator with the confidence and ability to represent your site.
- committed to continuous personal development.
- experienced in stakeholder management.

You must demonstrate our core behaviours of collaboration (how you work with others), innovation (how you work through change, developing new ideas and ways of working) and empowerment (how you make decisions and get things done) by:

- being a visible leader who inspires and motivates employees and volunteers securing buy-in and support from people working at other sites and offices.
- using a coaching style which develops high-performing teams and individuals and which challenges those who are underperforming.
- being committed to the vision and the values of our charity.
- being articulate and presentable.
- role modelling high standards of integrity for everyone in your team.

WHAT WE CAN OFFER YOU:

- a comprehensive programme of induction and training including visitor experience, H&S, risk management, first aid, level 3 food safety*, level 2 HACCP*, salvage training**.
- level 3 and level 5 management apprenticeship schemes.
- Craghoppers uniform.
- tangible diversity and inclusion initiatives.
- employer matched pension contributions up to 10% (which can be paid by salary exchange) and life cover.
- 25 days annual leave allowance plus public holidays pro rata, rising to 28 days after 3 years' service, plus holiday purchase scheme.
- generous maternity/adoption/parental pay.
- parental leave/flexible working requests.
- employee assistance programme/occupational health service/free eye tests.
- free admission to EH properties/discounts in EH shops, cafes, holiday cottages and concerts.

*training for our managers with responsibility for F&B outlets

**training for our managers with responsibility for collections

Step into English Heritage's story