



LEEDS CASTLE

DESIGNED TO ENTERTAIN & AMAZE

CASTLE STORYTELLER

Role Profile & Job Description

LEEDS CASTLE
JOB DESCRIPTION

JOB TITLE: *STORYTELLER*

REPORTS TO: *CASTLE MANAGER*

DEPARTMENT: *DAY VISITOR OPERTIONS*

LOCATION Leeds Castle is a stunning, 900-year-old moated castle, set in 500 acres of Grade II listed parkland, situated in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1974 and continues her story as a glamorous retreat and popular visitor attraction.

PURPOSE To enhance the Day Visitor and Hospitality Guest experience by greeting them and providing a source of information to them at locations in the Castle Island as required.

KEY TASKS

- ❑ To offer information and story about the history of Leeds Castle to all visitors where appropriate. A friendly, helpful and knowledgeable approach is paramount. A willingness to learn is a key requirement.
- ❑ Meeting and greeting all visitors in a professional and engaging nature.
- ❑ To liaise with Gate Tower Steward regarding visitor Entry to the Castle.
- ❑ To offer information to visitors as required.
- ❑ Assist the Hospitality Guests and team as required.
- ❑ To assist queuing system for Day Visitors on busy days when required.
- ❑ To be fully conversant with Fire Evacuation procedure.
- ❑ To assist evacuation of the Castle, ensuring support is given to wheelchair users and disabled visitors.

- ❑ Notify Castle Manager / Supervisor of any hazards/ incidents in work area
 - ❑ To provide support for wheelchair users, facilitating their enjoyment of the castle including the wheelchair lift and DVD presentation.
 - ❑ Good communication maintained between rooms using radio network.
 - ❑ Follow Company regulations in Health & Safety and maintain a safe working environment.
 - ❑ To ensure personal standards of presentation, performance and attendance beyond reproach at all times.
 - ❑ Perform cleaning tasks as directed.
 - ❑ To participate in Leeds Castle's commitment to improve and develop the service provided by Day Visitors enhancing their overall visit.
 - ❑ To assist and respond to any visitors or staff who may require assistance and escalating to a relevant manager, supervisor or first aider where appropriate.
 - ❑ Potential to undertake Private Guided Tours or Pop Up Talks after training.
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VISION	To be the South's top heritage destination for relaxation, hospitality & experiences that surprise & delight
VALUES:	WELCOMING: Everyone is treated as a valued guest
	BEHAVIOUR: We welcome our guests with warmth & the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities & abilities. We build connections with communities & partner organisations to reach those who experience barriers to visiting.
	SURPRISING: We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories & new approaches
	BEHAVIOUR: We are curious, think laterally & always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible & open to change.
	ENDURING: As estate custodians, we understand our assets, think long-term in caring for & improving them & leaving a healthy, positive legacy for future generations.
	BEHAVIOUR: We manage finances for the long-term, investing wisely & monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint & work towards net zero carbon emissions. We plan regular maintenance & capital projects to protect our assets, doing the job properly & once. Our decision making is ethical, transparent & has integrity.
	NURTURING: We continue the estate tradition of looking after our people & communities.
	BEHAVIOUR: We respect different skills, experience & views. We work as one team, supporting & developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges & opportunities, successes & failures, always learning from experience. We are a good neighbour & partner, with a positive influence in Kent and beyond.

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences

This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required.

I have read and understood the above Job Description.

Signed Date