

GRIMSTHORPE & DRUMMOND CASTLE TRUST LIMITED

JOB DESCRIPTION PERSON SPECIFICATION

Job Title	Public Access Assistant
Reporting To	Public Access Lead
Hours	Fixed Term Seasonal (15 June 2026 – 30 September 2026) Monday – Sunday 30 hours per week Normal working hours between 8am and 6pm but variable depending on events
About the Role	<p>Grimsthorpe & Drummond Castle Trust is seeking a motivated and organised Public Access Assistant to help deliver an exceptional visitor experience across our historic castle, gardens, and estate.</p> <p>This is a varied and hands-on role, working closely with the Public Access Lead to support visitor services, administration, and events. You will play a key role in the day-to-day running of public access operations and act as a welcoming point of contact for visitors, volunteers, and seasonal staff.</p>

DESCRIPTION OF MAIN RESPONSIBILITIES

Visitor Services

- Coordinate and manage group visits, including bookings, scheduling, and on-the-day support
- Liaise with schools to organise educational visits, including tailored itineraries and on-site coordination
- Manage Shepherd's Hut bookings, maintaining calendars and responding to enquiries
- Keep the wider Grimsthorpe team informed of upcoming visits and activities
- Ensure visitor information across signage, notice boards, and welcome areas is accurate and up to date
- Assisting Public Access Lead designing and producing printed materials such as posters, leaflets, signage, and activity booklets
- Provide cover at the ticket hut as required

Administration

- Monitor shared inboxes, responding to enquiries and directing communications appropriately
- Maintain and update the Public Access calendar
- Support the Public Access Lead with general administrative tasks

Events & Exhibitions

- Assist in the planning and delivery of events and exhibitions
- Support or duty manage events with guidance from the Public Access Lead

General statement

Additional duties may be required from time to time, in agreement with the Public Access Lead, and to meet the operational needs of Grimsthorpe & Drummond Castle Trust.

PERSON SPECIFICATION (used for recruitment and selection)

Qualifications

GCSE English and Maths

Experience

Experience in a customer-facing role

Skills

- Strong organisational skills and attention to detail
- Ability to manage multiple tasks and work independently
- Confident IT skills, including email and spreadsheets

Personal Qualities

- Friendly, confident communicator with a professional manner
- Flexible, proactive, and willing to take initiative
- Interest in heritage, tourism, or events