



# GROUNDWORK NORTH EAST & CUMBRIA RECRUITMENT PACK

## Visitor Centre Operations Supervisor Land of Oak & Iron Heritage Centre

Groundwork North East & Cumbria | Charity Registration number 1017706

Unit 14 Parsons Court, Welbury Way, Aycliffe Business Park,  
Newton Aycliffe, DL5 6ZE

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[www.groundwork.org.uk](http://www.groundwork.org.uk)



ISO 14001  
Registered

Environmental  
Management



# The Groundwork Approach

Thanks for your interest in the position of Visitor Centre Manager for Groundwork North East & Cumbria. This is a great opportunity to join our Team as part of our Trading operations, supporting a successful charity working across our region to transform places and lives in some of the UK's most disadvantaged communities.

Here at Groundwork North East & Cumbria we are passionate about creating a future where every neighbourhood is thriving, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances. We are also committed to play our part in meeting the COP 26 climate change ambitions, including making our operations carbon neutral by 2030.

We help people to carry out hundreds of diverse, locally-led projects each year. Projects that tackle climate change and help people out of fuel poverty. That bring out the best in young people by helping them to improve their local area. Projects that build stronger communities by improving green space or get people back into work and create green jobs. Projects that change people's lives now but also make our communities across our region more resilient for the future.

We are proud to have our Trading Company as part of our Groundwork Team, which plays an important role in supporting our charitable operations. Our Trading business consists of our Greenhouse Business Centre based in Annfield Plain and our Land of Oak and Iron Heritage Visitor Centre, based in Winlaton Mill. As our Visitor Centre Operations Supervisor you will support our Commercial Property Manager to look after our Heritage Visitor Centre ensuring smooth operations on a day to day basis and an excellent customer experience.

You'll find more information about our role in this pack - but if you want to learn more we'd love to chat to you, just get in touch at [HR.Northeast@groundwork.org.uk](mailto:HR.Northeast@groundwork.org.uk) and we'll arrange a call for you.

We hope that you feel excited by the potential of this opportunity and look forward to receiving your application.





# Land of Oak & Iron Heritage Centre

Completed in 2018, our Land of Oak & Iron Heritage Centre is set within the beautiful steep-sided Derwent Valley with an abundance of natural woodland, rare and iconic wildlife and a hidden heritage of British sword making and a world leading iron and steel industry. It covers a 177km<sup>2</sup> area surrounding the Derwent Valley including Consett, Rowlands Gill, Prudhoe and Wickham.

From here we deliver a range of activities and projects engaging people with their local heritage. You'll find our inviting and busy Café serving locally sourced produce wherever possible to showcase what the Land of Oak & Iron and the wider North East region has to offer, as well as supporting and promoting smaller businesses in the region from here and encouraging them to grow with us.

The Land of Oak & Iron are proud to host a wide range of wonderful events and activities, from exciting seasonal children's trails and school holiday activities, to music events, creative workshops and heritage talks. Visit our website to keep up to date with our current events on our social media pages.

[www.landof oak and iron.shop](http://www.landof oak and iron.shop)

We also host exhibitions of local artist's work in the windows of our Inside Out Gallery, most of which is available to purchase.

The Heritage Visitor Centre Café is also the perfect place to fuel up before or relax after a day of exploring. From hearty breakfasts and seasonal lunches to delicious home-bakes, all made with locally sourced ingredients, there's something to suit all tastes. Our ever-changing menu offers a mouth-watering selection. Whether you are looking for a family brunch, a catch-up with friends over coffee and cake, or a quick snack to take into the park with you (and one for the dog too!), you're bound to find a tasty treat at the café - [Cafe - The Land of Oak & Iron](#)

Our menu is suitable for the whole family, with a dedicated menu for the little ones, along with sandwiches and hot food for the whole family, all made fresh to order. Our sweet treats, pie, quiche and soup change daily! There are always vegetarian, vegan and gluten free options too.

Browse the range of artisan gifts on offer in the shop, all sourced from north east suppliers. We also sell a range of children's books & toys, for a little treat at the end of your walk. Along with children's toys, we also sell a range of local history books, locally sourced honey & jam, gifts and artwork. Make sure to have a browse of our shop the next time you're here!

# Working for Groundwork North East & Cumbria



## VALUES

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Our values inform what we do and how we do it.

We are **environmentally aware** and focused on **communities in need**.

We are **collaborative**, show **integrity** and strive for **quality** in everything we do.



## EQUALITY & DIVERSITY

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We are fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.



## SAFEGUARDING

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We commit to doing everything we can to ensure the safety of those involved in our projects, programmes and services. Our safeguarding team ensures that our safeguarding policy and practices are rigorously implemented and continually reviewed and improved. Safeguarding is embedded in our organisational culture.

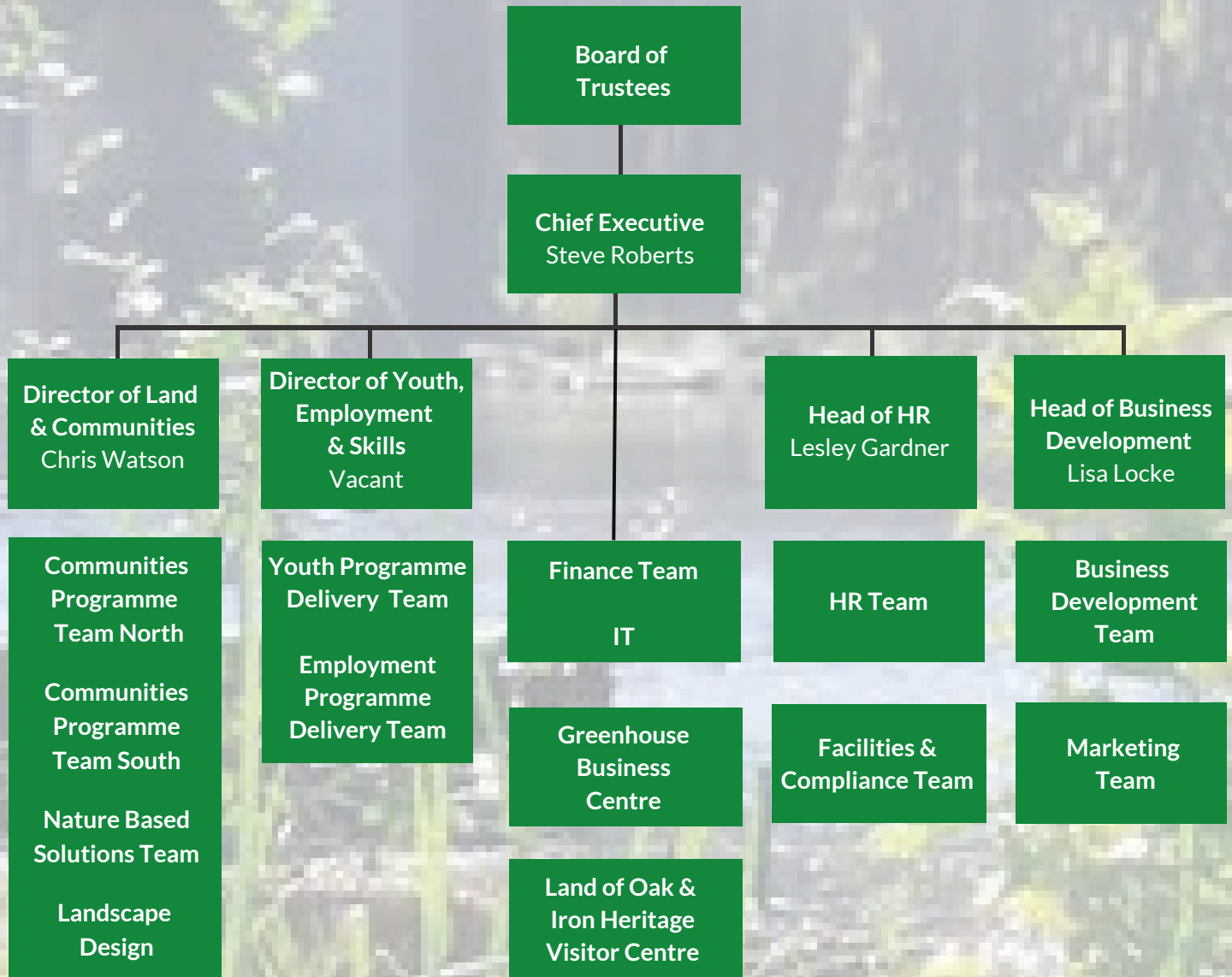


## SUSTAINABILITY

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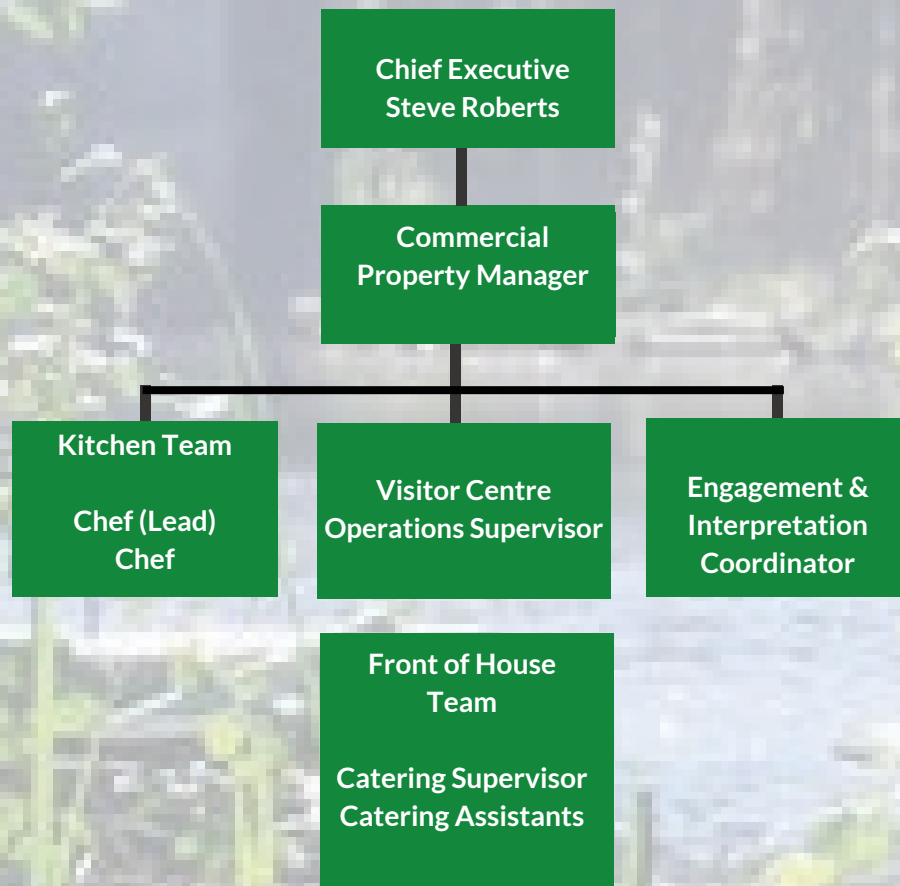
Groundwork NE & Cumbria is committed to minimising its environmental impact and promoting positive environmental behaviour among its employees, service users, suppliers and partners. Our sustainable development policy sets out how we will manage our assets and activities in a way that's consistent with our values and demonstrates our commitment. Our OHSAS14001 accreditation supports our achievements.

# Organisation Structure Chart





# Land of Oak & Iron Heritage Centre Structure Chart



## Role Details

- > Circa £26K per annum,  
(Negotiable depending on experience)
- > 37 hours per week
- > Based at our Heritage, Centre, Winlaton Mill



## What will we offer you...

- > Excellent holiday entitlement starting at 25 days, rising to 27 days per annum plus public holidays
- > Family friendly policies to support work/life balance time off in lieu for out of hours activities
- > A commitment to equality, diversity and inclusion which ensures everyone can make best use of their skills, free from discrimination or harassment
- > Friendly, team environment where we support each other to achieve
- > Regular support and supervision
- > Business travel expenses
- > Occupational sick pay scheme
- > Staff life insurance scheme
- > Better health at work activities



# Who will you be working for and with?

We're looking for a proactive and passionate individual to take on a key leadership role at the Land of Oak & Iron Heritage Visitor Centre. Nestled in the heart of the stunning Derwent Valley, our Centre is a vibrant hub for heritage, nature, and community.

As Visitor Centre Operations Supervisor, you'll support the Commercial Property Manager in ensuring that all aspects of the Heritage Centre run smoothly and to the highest standards. This includes operations, customer experience, team leadership, and compliance; ensuring the Centre remains a welcoming and professional environment for visitors and staff alike.

Working closely with the Commercial Property Manager, you'll support the delivery of excellent visitor experiences, ensure compliance with health and safety requirements, and lead on operational efficiency. Whether it's coordinating staff rotas, managing stock, supporting our programme of events, or responding to customer feedback, your role is vital in helping the Centre thrive.

You'll be the friendly face that ensures every visitor has a positive and memorable experience — engaging warmly with our customers and upholding our values of quality, sustainability, and community connection. This is an exciting opportunity to work in a dynamic, heritage-rich environment with a team who are passionate about the local area and proud of what we offer. You can even explore the exciting programme of events we host year-round by visiting our website: [The Land of Oak & Iron](#)

## So, what will be on your to-do list?

- > Oversee day-to-day centre operations including catering, events, retail, room hire, facilities and building maintenance to ensure consistent, high-quality service delivery.
- > Deliver an excellent visitor experience by planning and promoting retail and café offers
- > Create and manage staff rotas.
- > Maintain accurate stock records and conduct regular stocktakes.
- > Liaise with suppliers to order stock for Front of House, café and retail, and assist in sourcing new suppliers
- > Respond to customer feedback, coordinating with the Commercial Property Manager to implement service improvements.
- > Oversee cleaning schedules and housekeeping checks to maintain a high standard of cleanliness and presentation throughout the Centre.
- > Maintain and update health & safety documentation, including housekeeping logs and compliance records.
- > Open and close the Centre, ensuring it is secure and ready for operations.
- > Ensure catering and staffing costs are monitored and maintained within budgets.





# Your to-do list continued ...

- Lead and support the staff front of house team, including volunteers and seasonal workers, to create a positive, flexible, and customer-focused environment.
- Oversee accurate cash handling and ensure all transactions are correctly processed and manage our till system.
- Monitor staff costs against set budgets and maintain all appropriate financial records following set procedures.

## The Person

**As our Visitor Centre Operations Supervisor , you will be able to demonstrate the following:**

- Proven experience in a supervisory or team leader role leading and supporting teams, ideally in a customer-facing environment such as hospitality, catering, retail, or heritage/tourism sectors.
- Experience of managing rotas, staffing schedules, and supervising day-to-day operations.
- Demonstrable experience in stock control, ordering supplies, and liaising with suppliers.
- Experience in handling financial transactions, including cash handling, till operations, and maintaining financial records.
- Experience coordinating and delivering high-quality customer service.
- Confident user of POS systems and basic office software (e.g. Microsoft Office, email, spreadsheets)
- Knowledge of food and beverage operations, including seasonal promotions and stock presentation.
- Understanding of health and safety, food hygiene, in a public-facing setting.
- Friendly, approachable, and professional manner.
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- Willingness to work weekends, evenings, and public holidays as required.





## How to Apply

Think this is the role for you? Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

All completed applications should be returned via email to:

**Email:** [HR.NorthEast@groundwork.org.uk](mailto:HR.NorthEast@groundwork.org.uk)

For people who are unable to access email to submit their application you can post a copy to us at:

Human Resources,  
Groundwork NE & Cumbria,  
Unit 14 Parsons Court,  
Welbury Way,  
Aycliffe Business Park,  
Newton Aycliffe,  
DL5 6ZE

Tel: 01388 662666



**Groundwork NE & Cumbria**  
**@GWKNEC**

<https://landofoakandiron.org.uk/>







**CHANGING PLACES**  
**CHANGING LIVES**

*Groundwork NE & Cumbria strive to have a diverse and inclusive workforce that is representative of the communities we serve. We want you to be yourself at Groundwork and we value everything that makes you unique. We recognise and celebrate your difference and together we make Groundwork a special and great place to work. As a Disability Confident employer we offer a guaranteed interview to applicants with a disability who meet the essential criteria for the role.*

*At Groundwork we ensure that we provide a safe environment for adults, children and young people to take part in any activity or service that we organise. We are committed to creating a culture that promotes safeguarding and the welfare of all children, young people and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and comprehensive process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all the people we appoint are suitable to work with our children, young people and adults.*

## **Join our team**

# **Groundwork NE & Cumbria**

**[www.groundwork.org.uk](http://www.groundwork.org.uk)**



**@GWKNEC**