



GROUNDWORK SOUTH AND NORTH TYNESIDE RECRUITMENT PACK

Visitor Experience Project Officer

Groundwork South and North Tyneside

Charity Registration Number 1007918

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<https://www.groundwork.org.uk/south-and-north-tyneside/>



Better Health
at Work Award
Maintaining Excellence

The Groundwork Approach



The Groundwork movement began 40 years ago at a time of political, social and economic challenge, as an experiment to help communities cope with change and work together to make their lives and neighbourhoods better. That experience and that spirit of enterprise and innovation have never been more needed than now.

What drives us is the recognition that in every community - however disadvantaged - there are deep reserves of pride in the local area and people with the passion and ideas to improve their circumstances and surroundings. Groundwork South and North Tyneside exists to harness that pride and unlock that passion through services, projects and programmes that change people's lives now but also make our communities across our region more resilient for the future.

We know that many people face multiple challenges - living in isolation or with significant health issues in communities with few facilities and limited employment prospects. We work with partners to address these challenges in three ways: we create better places, we improve people's prospects, and we promote greener choices.

Wherever and however we deliver, our approach will always be informed by our commitments:

- > **We will invest in the places and people that need us most**
Prioritising our resources to bring about lasting change by building skills and capacity within local communities where we can make most difference.
- > **We will grow a culture of equity and inclusion**
Operating transparently and with integrity and seeking out a diversity of viewpoints, both in the work we do and the people we employ.
- > **We will be committed to collaboration**
Forging strong partnerships, contributing to a thriving community sector and helping others lead where this will achieve greater impact
- > **We will act as environmental exemplars**
Championing practical action to combat the climate and nature emergency and measuring and reducing our own environmental impact



Why our Work is Needed

We believe that working with local communities to build their resilience is vital in facing up to the challenges of a globalised economy and a changing climate. We know that the negative effects of climate change and environmental breakdown impact first and worst on those who have the least power in society, and who contribute least to the cause of the crisis. A 'just transition' to an inclusive, net-zero economy must tackle, rather than entrench, this inequality and provide a springboard for better work and healthier, happier lives in the places that need it most.

This means creating green jobs that build wealth in local communities, changing behaviour to reduce wasted food, energy and water, providing biodiverse, accessible green spaces, supporting businesses to be more responsible and empowering communities to lead activities that improve their quality of life and promote health and wellbeing.

The UK is one of the richest nations in the world, yet many people in many communities face significant hardship

- Continued reductions in public spending means there is a risk of greater social inequality and greater social inequality and greater geographic disparity as services people rely on, are cut
- The neighbourhood services that enhance our quality of life- from youth clubs to parks-have felt the brunt of spending reductions
- As our economy and welfare system change, some people feel marginalised and vulnerable
- Environmental impacts- from flooding to energy price rises-impact disproportionately on those who have least protection,
- Addressing these challenges requires new ideas and approaches, engaging communities and businesses and shaping new ways of delivering public services

- ✓ 89% of community groups say their work is needed more than ever, but more than half say it got harder for them to operate in the last ten years
- ✓ 75% of people say they feel unable to influence decisions about what happens in their local area
- ✓ Nearly half of young people say they feel they don't belong to their neighbourhood
- ✓ 2.69 million people do not live within a ten minute walk of a green space. Those who are at greatest risk of poor physical and mental health, are more likely to miss out on the benefits of green space
- ✓ Around half a million young people were 'economically inactive' - not in learning or employment and not looking for work
- ✓ One in ten households in England is experiencing fuel poverty, rising to almost one in five for ethnic minority households
- ✓ 76% of adults say they are concerned about climate change
- ✓ 40% of young people admit to feeling 'overwhelmed' by the climate change
- ✓ 90% of SMEs said being sustainable was important for their business but more than half said they were finding it difficult to take action



Working for Groundwork South and North Tyneside



VALUES

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

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

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

Our federation strategy commits us to being environmental exemplars, which means embedding the principles of sustainable development in what we deliver and the way we work. Sustainable development means meeting our own needs without depleting natural resources for future generations. It also means recognising that our environment, economy and society are all connected.

Groundwork believes that the needs of local communities must be central to the way we tackle the climate and nature emergencies. Our ISO14001 accreditation supports our achievements.

What are we looking for?



Groundwork South and North Tyneside has been Changing Places and Changing Lives for over 30 years through a variety of environmental, learning, health and skills programmes.

We are a fast paced and diverse charity with an excellent track record in partnership working and high-quality delivery.

Through our strategic theme of 'Enriching Lives through Environment, Culture and Heritage', we aim to inspire engagement and discovery informed by our past, present and future. Our Cultural Services, on site at Jarrow Hall Museum and outreach programmes have significantly developed over the past 3 years, and in April 2023, our organisation became an Arts Council National Portfolio Organisation. This provides a great foundation to further develop our offer and deliver our ambitions under our Jarrow Hall Masterplan and 3 year strategic plans.

We're looking for an enthusiastic and proactive Visitor Experience Project Officer to play a vital frontline role at Jarrow Hall – Anglo-Saxon Farm, Village and Bede Museum. This is a rewarding opportunity to help shape the visitor experience and help build a world class venue.

As part of our dynamic and collaborative team, you'll work closely with the Service Manager – Visitor Engagement and Development, as well as staff and volunteers, to help bring our ambitious vision to life. You'll contribute to creating an inclusive, educational, and inspiring environment for everyone – from local families and school groups to academics and cultural tourists.

In this highly visible role, you'll be the friendly and knowledgeable first point of contact for all our visitors. You'll ensure they receive a warm welcome and outstanding customer service throughout their journey, whether they're exploring the museum, attending an event, or simply stopping by for a browse.



What you'll be doing

Every day will be different, but your core responsibilities will include:

- Managing admissions, retail, and event bookings with professionalism and care.
- Using our EPOS system and digital tools to ensure seamless transactions and accurate administration.
- Accurately inputting and managing data related to revenue, retail stock, and visitor numbers, supporting regular reporting and informed decision-making.
- Handling enquiries across phone, email, and social media — being the voice of Jarrow Hall in our community and online.
- Supporting the delivery of activities and events that bring our history and spaces to life.
- Playing a key part in building Jarrow Hall's reputation as an engaging, high-quality, and welcoming destination.



What makes this role special?

- You'll be at the heart of a nationally recognised site, part of a charity that's changing lives through culture, environment, and heritage.
- You'll help us realise our exciting **Jarrow Hall Masterplan** and bring our **Arts Council National Portfolio** status to life through meaningful visitor engagement.
- You'll gain hands-on experience across events, retail, heritage, and community outreach — working alongside a passionate and supportive team.



Our Groundwork Team

Board
of
Trustees

Chief Executive
Andrew Watts

Governance
Officer

Service
Manager -
Research,
Education
& Learning

Director of
Provision and
Achievements

Director
of
Corporate
Services
Manager

Head of
Commercial &
Environmental
Services

Head of
Development,
Communications
and Impact

Service
Manager
Visitor
Engagement
and
Development

Culture &
Heritage Team

Education Team

Route2Work
College

South
Tyneside
Young Carers

Training &
Enterprise
Network
North East

Finance Team

HR Team

Property
Team

Farm & Land
Team

Commercial
Services Team

Green Doctor
Team

Visitor
Services
Team

Events &
Marketing

Collections &
Engagement

Role Details

Hours of Work: 22.5 hrs per week – includes weekend working and occasional evenings. This post has contractual holiday restrictions covering school holiday periods.

Seasonal Contract until 7th September 2025

Work Locations: Based at Jarrow Hall Anglo-Saxon Farm, Village and Bede Museum

Salary: £24,454.04 FTE per annum (£12.71 per hour)

Reporting to: Service Manager – Jarrow Hall

Main Duties & Responsibilities

Reception, admissions, box office and events

- Be the first point of contact for all Jarrow Hall visitors.
- Deliver a high standard of customer service to all staff and visitors to ensure an excellent visitor experience.
- Manage in-person, phone or digital enquiries, inc. public-facing email and social media.
- Handle payments for admissions and retail sales, including cash, card and online.
- Handle EPOS system operations, including administration of back office.
- Handle ticketing and sales for special events, both on-date and in advance.
- Manage room bookings and guest appointments as required.
- Ensure good housekeeping at all times, both front and back of house.
- Support set up and delivery of room hire or meetings.
- Work with Engagement team in developing and delivering activities and events that support the delivery of Jarrow Hall's business plan.

Retail

- Responsible for delivering excellent customer service.
- Ensure retail areas are maintained and well-stocked, monitor stock levels
- Receive deliveries and complete necessary paperwork.
- Ensure good housekeeping at all times, both front and back of house.



Main Duties & Responsibilities

Administration

- Accurately input and manage data related to revenue, retail stock, and visitor numbers, supporting regular reporting and informed decision-making.
- Keep accurate records of expenditure and manage allocated budgets in line with project requirements.
- Generate invoices and liaise with the finance team to arrange payment of invoices and other finance admin related to the EPOS system.
- Responsible for daily checks including walk around Museum building.
- H&S compliance inc. first aid stocks, fire warden duties, risk assessments and COSHH.
- Manage incoming post, including for third parties.
- Provide cover for holiday, sick and other absence as required.
- Cash handling as required, including safe and deposits.
- Responsible for opening and closing the site

Staff and Volunteer support

- Staff and volunteer communications and scheduling as required.

Additional Responsibilities

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies
- A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
- To be aware of, and comply with, all measures to support our environmental standard ISO14001
- All employees have a responsibility of care for their own and others' health and safety.
- Use of Sage HR, replicon timesheet and any other related systems is mandatory.





Organisational Responsibilities

- **Investors in People** - Groundwork South and North Tyneside is committed to working within the principles of Investors in People (IIP) status and you are expected to support the ongoing development to support this.
- **Health & Safety** - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
- **Equal Opportunities & Diversity** - Groundwork South and North Tyneside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
- **Data Protection** - Groundwork South and North Tyneside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.
- **Personal Development** - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
- **Corporate Training** - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.



Person Specification

	ESSENTIAL	DESIRABLE
Education/Training/Qualifications	<ul style="list-style-type: none">English and Maths GCSE grade C or above or equivalent	
Experience and knowledge	<ul style="list-style-type: none">Confident in delivering excellent customer service and experienced in customer-facing rolesExperience in administrative duties, including invoicing and filingExperience of cash handling and maintaining financial accuracyComputer literate, including use of Microsoft OfficeExcellent organisational skillsAdministration of EPOS systemsFamiliarity with Microsoft TeamsExperience supporting or working alongside volunteers	<ul style="list-style-type: none">Use of social media (Facebook, Instagram, Twitter, Hootsuite) and MailchimpWorking within a visitor attraction or cultural venueExperience managing retail stock, including sourcing and purchasing new productsComfortable working across departments and supporting multi-team collaborationExperience supporting the planning and delivery of eventsAbility to compile and present data such as visitor numbers, retail sales, and revenue to inform reporting



Person Specification

	ESSENTIAL	DESIRABLE
Competencies	<ul style="list-style-type: none">• Ability to handle confidential information and understanding of GDPR• Able to remain calm and professional under pressure• Effective communication skills, with the ability to engage with a wide range of people• Strong time management and the ability to prioritise workloads effectively• Strong team player• Flexible according to the needs of the business• Willingness and ability to learn new skills• Excellent attention to detail, particularly in data entry and administrative tasks	<ul style="list-style-type: none">• Familiarity with managing budgets and financial resources in a professional setting• Ability to adapt work to suit needs of visitors.• Understanding of Health and Safety procedures, including the completion of COSHH and Risk Assessments
Values and Attitudes	<ul style="list-style-type: none">• Able to support team, organisation and colleagues• Meet deadlines/commitments• Support for Groundwork's ethos/vision of Changing Places, Changing Lives and commitment to environmental responsibility.• Approaches problems with optimism and a focus on improvement• Willingly accepts change	<ul style="list-style-type: none">• Attention to detail in delivery and appearance of service



Person Specification

ESSENTIAL		DESIRABLE
Additional Requirements	<ul style="list-style-type: none">• Able to work evenings and weekends• Willingness to be flexible and supportive to all projects	<ul style="list-style-type: none">• A full driving licence

What will we offer you

As a charity, we have a great team of passionate people who are committed to our vision, supporting our local communities and delivering the best outcomes for local people across a large and diverse range of projects. You can learn more about the great work we do by visiting our website

<https://www.groundwork.org.uk/south-and-north-tyneside/>

You'll get;

- Enhanced Pension Scheme
- Excellent holiday entitlement of 25 days, rising to 28 days per annum plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours work
- Business travel expenses
- Better health at work activities
- Access to a Cycle to Work Scheme
- A commitment to equality, diversity and inclusion which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff Death in Service scheme
- Friendly, team environment where we support each other to achieve





Groundwork South and North Tyneside 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.

Groundwork South and North Tyneside is committed to safeguarding and protecting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Join Our Team

Groundwork South and North Tyneside

www.groundwork.org.uk

