

HOLKHAM

Job description

Learning & Engagement Coordinator (Maternity Cover)

LOCATION

Holkham & Wells-next-the-Sea, Norfolk

REPORTING TO

Visitor Operations Manager

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

Holkham Enterprises and Holkham Events Ltd.

Holkham Enterprises and Holkham Events Ltd. are the business entities responsible for all visitor-related activity and income is derived from 3 car parks, 3 cafés, admissions to the Hall and related attractions, a gift shop, a 6.5 acre walled garden and an extensive education and events programme. Over the past 5 years there has been significant investment to transform the visitor experience at Holkham and 2016 saw the opening of our new state-of-the-art banqueting and events facility, The Lady Elizabeth Wing.

Overall job purpose

The estate's leisure businesses now account for over two thirds of the estate's revenue. As part of our mission to inform, inspire & influence our visitors the Learning & Engagement team has developed a range of educational visits and tours. The role of the Learning and Engagement

Coordinator is to deliver inspirational, informative education sessions to visiting nurseries, schools and colleges. The sessions will predominantly be outdoors and take place within Holkham Park or on Holkham National Nature Reserve. The role will also include the delivery of outdoor family programme which take place during the school holidays.

This role would suit someone who has previous outdoor education experience (Forest School qualifications or equivalent).

Job description

The following is intended to provide guidance as to duties but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Specific duties will include:-

To deliver an informative, engaging & inspirational education programme to visiting nurseries, schools & colleges across Holkham Hall, Holkham Park, Holkham Stories Experience and Holkham National Nature Reserve, safely and professionally ensuring highest standards are met.

To be responsible for the concept, planning and delivery of family activities which take place during the school holidays, in particular Easter and half-terms.

To ensure that the programme of activities is on brand and meets commercial expectations including costs, scale and number of visitors.

To be responsible for set up, delivery and pack down of a range of outdoor education sessions across Holkham Estate.

To deliver other outdoor educational activities within Holkham Park & Holkham National Nature Reserve as required (pond dipping, bushcraft sessions, tractor trailer tours).

To provide a warm and friendly welcome to all visitors to exceed customer expectations.

To create and develop positive relationships with education professionals across the region to encourage repeat visits.

To assist with the creation, maintenance and upkeep of any educational resources and equipment, ensuring appropriate storage and labelling.

To develop and maintain a high level of knowledge of Holkham and our attractions.

To be responsible for event set up & preparation including creating resources in advance as required for the family school holiday programme.

To coordinate work experience placements, fostering a positive relationship with local school and colleges.

Attending school careers fairs.

To ensure that we meet our sustainability goals and identify opportunities for improvement in this area.

To adhere to the Company's Health and Safety policy at all times including writing and updating risk assessments for activities.

To make a positive contribution to the work of the Visitor Experience Team and the company as a whole.

Personal qualities

Experience of working with KS1 & KS2 pupils

Initiative, energy and enthusiasm

Commercial awareness

Excellent communication skills

Creative and passionate about engaging school pupils and families

Good presentation skills

Attention to detail

Team player

Flexibility, a positive attitude and an ability to work calmly under pressure

You must have the right to live and work in the United Kingdom

You must hold a valid driving license.

Training

Full training in tour content & format will be provided as part of your induction process. You will be required and encouraged to engage in a programme of professional development as required during the season.