



JOB TITLE: Historical Interpreter & Performer
RESPONSIBLE TO: Interpretation Team Manager

ROLE SUMMARY

You will maximise visitors' enjoyment of Alnwick Castle through a range of in-person, costumed live historical interpretation and performance. Visitors will engage with you through historical craft demonstrations, historical talks, storytelling and Broomstick Training sessions, making great memories of their visit.

MAIN DUTIES AND RESPONSIBILITIES

Excellent customer service and presentation

Working mainly from the Artisans Courtyard, you are part of the public face of Alnwick Castle; friendly, welcoming and approachable at all times. The ability to communicate clearly and articulately with visitors and your colleagues is essential.

As an interactive, family-focused part of the Castle, Artisans Courtyard is full of activity for younger visitors. You will enjoy engaging with visitors of all ages, whether explaining Alnwick's history to groups, exploring areas of medieval history through daily talks, storytelling, helping to pick a costume to try on, or encouraging visitors to fly on their broomsticks. Other performance opportunities may occur throughout the season.

There will also be opportunities to be part of our Education team, engaging with visiting school groups in a variety of ways.

Knowledge

When interacting with visitors you may be asked questions about a wide variety of subjects, tailoring your knowledge and discretion to best engage your audience. You will deliver a range of visitor activities, including craft workshops and talks on areas of medieval life. Training will be given in advance of the season beginning. There will be opportunities to deliver Have-A-Go archery to visitors. Training would be given in advance. All Have-a-Go Archery instructors will be trained in First Aid.

Other responsibilities

Alnwick Castle is committed to provide safe and healthy working conditions, equipment and practices for all staff. We are also responsible for the welfare of others, including visitors. You may be trained as a Fire Warden and contribute to fire safety with knowledge of evacuation routes and procedures, taking an appropriate role in the event of an emergency. If selected for First Aid training, you may also have a First Aid responsibility during opening hours.

You will assist with the daily setup, cleanliness and maintenance of work and activity areas, reporting any issues to supervisors or management as appropriate.

General

A knowledge of, and compliance with, general procedures will be required, in relation to daily shift patterns, rostering, staffing levels, holiday patterns and similar procedures as outlined in the Castle Staff Handbook, provided during training. In addition, you will be prepared to undertake any other tasks and duties reasonably required by Alnwick Castle or Northumberland Estates.

PERSON SPECIFICATION

| ESSENTIAL | DESIRABLE |
|---|--|
| Training, Experience and Qualifications | |
| <ul style="list-style-type: none"> - Experience of working as part of a team - Experience of visitor- or customer-facing roles | <ul style="list-style-type: none"> - Experience of customer-facing work in a heritage or other large visitor attraction, museum or gallery - Acting / performance experience - Arts and crafts experience |
| Knowledge and Skills | |
| <ul style="list-style-type: none"> - Keen to develop new skills and historical knowledge - Public speaking ability | <ul style="list-style-type: none"> - Appreciation and understanding of the importance and historic nature of the site - Prior knowledge of related history and subjects - Ability to speak languages other than English - First Aid skills |
| Interpersonal Skills | |
| <ul style="list-style-type: none"> - An ability to interact with a wide range of visitors and colleagues - Excellent face to face communication skills - Neat and tidy personal appearance - Reliable and punctual - Ability to work calmly under pressure - Discreet with information - Flexible and adaptable approach to a range of duties and tasks | <ul style="list-style-type: none"> - Strong vocal ability |
| Particular Circumstances to Consider | |
| <ul style="list-style-type: none"> - To be prepared to be flexible in working hour patterns. Availability to be rostered to work Saturdays, Sundays or Bank Holidays, working up to 5 days over 7. - Occasional shorter or longer working days, such as assisting with lunchtime cover or key hours in the day, may be required of all members of staff. - To wear and maintain the costume and/or uniform which has been provided by Alnwick Castle, to an immaculate standard. | |
| Physical/Health Requirements (site specific) | |
| <ul style="list-style-type: none"> - The role will involve standing for long periods of times in the open air, and in all weather conditions. Some areas are only accessible by stairwells, contain uneven surfaces or have low level lighting. - Daily work may include lifting of heavy or bulky objects. | |

Rates of pay will be shared at interview