



NewcastleCastle

We are currently looking for variable hours, front-of-house Castle Team members to join our great team at Newcastle Castle. Day to day tasks are varied and will include ensuring that the site is ready to open, welcoming visitors to the site, responding courteously and appropriately to visitor enquiries and feedback, taking money as required for both admissions and retail sales, cashing up and closing down and setting up and cleaning down events as required, ensuring complete customer satisfaction.

Requirements:

- An outgoing personality with good communication skills.
- Energetic and committed in providing excellent customer service and experience.
- Able to work on variable hours including occasional evenings, weekends and public holidays (there is unfortunately no guaranteed number of hours per week).
- Able to handle money, take payments and process orders using our till system.
- Please note that attitude and aptitude can be more important than lots of experience as we will provide training.
- 18 years plus

Benefits:

- Working in Newcastle's most historic building. After all it is where the city got its name!
- The opportunity to work in a fun environment where no two days are the same.
- Excellent experience in a customer service role
- An hourly rate of £7.75 per hour with enhanced rate for evening work

Is this job something for you? Please send your CV by email only to info@newcastlecastle.co.uk with an attached covering letter, no longer than 1 page of A4 that states why you think you would be an asset to our team. Applications must be received by 5pm Sunday 7 May.

Please ensure that you provide a contact telephone number and contact email address. Interviews will take place on Friday 12 May between 10am and 5pm. Shortlisted candidates will be contacted regarding a time for interview no later than end of Wednesday 10 May. If you have not heard from us by this time please accept our apologies but your application will have been unsuccessful.

The Heart of the City Partnership, The Black Gate, Castle Garth, Newcastle upon Tyne, NE1 1RQ

T 0191 230 6300 E info@newcastlecastle.co.uk www.newcastlecastle.co.uk

Newcastle Castle is operated by and a trading name of The Heart of the City Partnership.

The Heart of the City Partnership is a company limited by guarantee #: 06373460 and a registered charity #1165434.

A bit more information about Newcastle Castle

The medieval Castle Keep and Black Gate are two of the North East's most important and historic buildings. They are where the story of Newcastle began.

Open to the public 7 days per week from 10am to 5pm around 362 days per year Newcastle Castle attracts over 28,000 paying visitors per year, and rising.

With a recent HLF-funded project this historic visitor attraction is regaining its pride of place as part of the life-blood of vibrant Newcastle.

There is a very active learning offer for schools. It is common to have at least one school group in 4 days out of 5 during term-time weekdays.

The heritage attraction offers intimate, novel and unique spaces that can be used for all sorts of events from weddings to corporate dinners, film nights to theatrical performances.

Every year we provide shore excursions for cruise lines coming into Port of Tyne as well as putting on other exciting days of entertainment and some days of free access.

The Castle's roof has stunning and commanding panoramic views over Newcastle and the River Tyne making it a must for selfies and a common spot for our venue hire clients to wow their guests.

The Heart of the City Partnership, The Black Gate, Castle Garth, Newcastle upon Tyne, NE1 1RQ

T 0191 230 6300 E info@newcastlecastle.co.uk www.newcastlecastle.co.uk

Newcastle Castle is operated by and a trading name of The Heart of the City Partnership.

The Heart of the City Partnership is a company limited by guarantee #: 06373460 and a registered charity #1165434.