

Visitor Experience & Education Trainee x2

1. The Details:

Job title	Visitor Experience & Education Trainee
Duration	Fixed Term Contract, starting Tuesday 5 January 2027 for 12 months
Working hours	This is a full-time role (37.5 hours per week), 5 days out of 7 days per week on a rota (including some weekends)
Salary	National Living Wage
Location	Grasmere, Cumbria, UK (staff accommodation is available – you will find more information in this pack)
Requirements	We can only accept applications from candidates who can legally work in the UK
Closing date	Monday 26 October at 9AM (GMT)



2. Background

The Wordsworth Trust celebrates the legacy of William Wordsworth, ‘the poet who changed the world’, and his sister Dorothy Wordsworth, from whose writings we know so much about their interconnected lives. We look after Dove Cottage and Rydal Mount, the two Lake District properties where the Wordsworths lived for most of their adulthood. Our vision is of a future in which the lives and works of William and Dorothy Wordsworth inspire an inclusive, creative and sustainable world.

Dove Cottage in Grasmere is where William wrote much of his greatest poetry, and Dorothy kept her famous Grasmere Journal. Dove Cottage and the adjacent museum are at the heart of the award-winning visitor attraction Wordsworth Grasmere. Rydal Mount, about two miles from Dove Cottage, was the Wordsworths’ family home from 1813. We acquired Rydal Mount from the Wordsworth family in 2026. The property is currently closed for restoration while we explore how it can fulfil its full potential.

We also look after an archive, library and fine art collection, with the Wordsworth family manuscripts at its core. This makes our collection genuinely unique: nowhere else in Western literature is so much of a major writer’s original work still found where it was both written and largely inspired.

Through exhibitions, publications, events, workshops for schools and universities, charity partnerships, and activities in community locations and online, we fulfil Wordsworth’s wish: that his poetry would ‘live and do good’. The experiences that we provide benefit 40,000–50,000 people of all ages and backgrounds every year. They have been described as ‘joyous’, ‘inspirational’, even ‘life-changing’.

As part of the Cumbria Museum Consortium, we receive National Portfolio funding from Arts Council England. Our other funders include Westmorland & Furness Council, Lancaster University, the Julia Rausing Trust, the Charlotte Aitken Trust and the Cedric Morris Foundation, with whose support we are able to offer these traineeships.

3. Equality, Diversity, and Inclusion

At the Wordsworth Trust we believe that diversity and equality within our workplace, within our programmes and in our outlook is crucial. We also believe in the fairness and necessity of offering equal opportunities to all and creating a more inclusive culture where people are comfortable in being their authentic selves.

We recognise that to achieve all we want cannot happen without a wide and varied contribution to our thoughts, plans and ideas. We want and need to attract the very best in diverse talent, creativity, and experience to enrich our workforce and programmes.

By striving to achieve diversity in all we do we can help give a voice to people and communities that are not always heard and whose perspectives are not always considered. We welcome applications from all sections of the community and recognise that we are under-represented by people of black, brown, or other minoritised backgrounds.

We intend to create an environment of equal opportunity irrespective of age, disability, ethnicity (including race and nationality), gender (including gender reassignment, gender identity, marital status, pregnancy, or

maternity), socio-economic background, religion, or belief and/or sexual orientation (including civil partnership or marital status). Our organisation aims to promote equality of opportunity for all.

We do not tolerate discrimination of any kind, and we work to ensure that all our team, participants and visitors are treated fairly.

4. Our Traineeship Programme

Our Traineeships are funded by Arts Council England and the Cedric Morris Foundation.

Who can apply?

We are looking for people who are enthusiastic about heritage and learning, committed to self-development, and who will benefit from the training opportunities we have to offer.

We can only accept applications from candidates who can legally work in the UK. As part of the recruitment process, you will be asked to show that you are eligible to work in the UK, and you will be subject to identity checks.

How the Traineeship works:

We are looking for two Visitor Experience & Education Trainees to join us for a 12-month Traineeship.

The Visitor Experience & Education Trainee role is ideal for someone looking to start a career in heritage, with a focus on visitor experience and education. If you love working with people, including children and young people (0–18yrs), are creative and love to bring literature and history to life, then our Traineeship provides a fantastic opportunity to gain experience in delivering our inspiring, inclusive, and wide-ranging visitor experience and education programme to our audiences. You will be equipped with all the knowledge and training you need to be able to fulfil your role, and we will support your learning and professional development throughout the Traineeship.

The varied nature of this Trainee role will provide an all-round experience of the of the daily operations of a busy heritage site, including an understanding of commercial and cultural imperatives and how they are intrinsically linked within a heritage organisation like Wordsworth Grasmere. In our case, this involves welcoming visitors to the site, leading visits to Dove Cottage, selling tickets and merchandise, serving visitors in our onsite café and catering events. It also involves working with our Education Managers and Officer to deliver our education programme, which includes delivering onsite and offsite sessions for primary and secondary school groups, designing and delivering family workshops, designing Museum activities and much more.

No day is the same at Wordsworth Grasmere, and flexibility is key to ensuring the success of our visitor experience offer and education programmes throughout the year. Our Education programme is active throughout the year: we deliver both onsite and offsite sessions for schools during term time and offer family activities in the holidays. As a major tourist attraction in the Lake District, we are typically at our busiest over the summer season and welcome fewer visitors over the winter months. The day-to-day duties of the VE & Education Trainee will very much reflect the dynamic nature of a year at Wordsworth Grasmere, combining working as part of the Visitor Experience rota with time to create, prepare, lead and deliver Education sessions. For example, in the summer months or shoulder season, you may spend a greater proportion of time working in Dove Cottage, Museum and Café, with more focus on schools during term time and families during school holidays. This dynamic will largely depend on the operational needs and vary throughout the year

Both Visitor Experience and Education departments will provide line management, training, and supervision of your day-to-day work. During your Traineeship, we will work with you to access Continuing Professional Development.

Our teams are small and, as key members of them, you will have the chance to get involved in many fundamental areas of our work. As part of our ambitious learning and engagement programmes, we have goals to achieve, standards to uphold and targets to meet, and this too will be a key part of your role. Over the course of the Traineeship, you will be given responsibility for specific projects, deliverables and targets, and other areas of work, and while we will always be there to support you, our aim is that you leave feeling confident and equipped with the right skills and knowledge to work independently.

Our visitor operation is a varied and dynamic environment, offering you the opportunity to develop a strong understanding of our core functions. On the Visitor Experience side, the focus will be on operational delivery, gaining insight into how a visitor attraction runs day to day, and the pivotal role that visitor experience plays in its success from interpretative, logistical, and commercial perspectives.

5. VE and Education Trainee Job Description & Person Specification

Job description

In your role as Visitor Experience & Education Trainee, you will:

- Be an advocate for Wordsworth Grasmere, sharing our story with a diverse range of visitors
- Support our Visitor Experience Team by:
 - Being part of a rota across the entire visitor experience operation including Dove Cottage, Café and Front Desk/Shop
 - Welcoming visitors to site at the museum desk, selling tickets and merchandise through our EPOS system, promoting events and activities happening on site, and helping with visitor orientation
 - Processing pre-booked groups and walk-up visitors through the EPOS system, including handling cash, card, and invoice payments for admissions as required.
 - Facilitating visits to Dove Cottage, bringing to life the Wordsworths' day-to-day experience and words for our visitors
 - Being involved in the day-to-day running of the onsite Café, including taking orders through our EPOS system, serving food and beverages, and helping in the kitchen with prep and pot washing
 - Co-ordinating ticket sales and use of booking systems to create a visitor flow that maximises our revenue whilst maintaining visitor enjoyment levels
 - Maintaining a knowledge of Wordsworth Grasmere's events and activities programme and help to make them a success
 - Assisting in managing site operations, such as room hire, event setup, staffing and facilities

- Support our Education programme by developing and delivering:
 - School sessions, both onsite and offsite exploring a range of curriculum areas
 - Family poetry and craft activities onsite and in Cumbrian libraries
 - School poetry sessions and holiday club activities
 - Fun and informative onsite trails and museum interactives
 - You may create family targeted social media content
 - You will also help to support and implement evaluation for school and family sessions
- Ensure compliance with Health and Safety regulations
- Understand and participate in emergency procedures, ensuring the safety and security of people across the site
- Participate fully in the training activities for this role
- Support the VE and Education Team in projects, events and activities as required

Person specification

	Essential	Desirable
We would like you to have experience of:		
Working with groups of children and young people (e.g., volunteering with a youth group or kids club, undertaking a voluntary placement within a school or museum)	✓	
Working as part of a successful team	✓	
Working within a retail or hospitality environment, delivering an excellent customer/visitor experience		✓
Cash handling and using electronic till based systems		✓
Food & beverage best practice including the production and/or service of high-quality food and drink		✓
We would like you to be		
Interested in literature, the arts and heritage	✓	
Enthusiastic about and able to work confidently with a wide range of people, especially children and young people	✓	
Enthusiastic about developing and sharing knowledge of the Wordsworths' lives and words, and wider British Romanticism, and sharing this with visitors	✓	
Flexible in your approach to the role	✓	
An excellent communicator	✓	
Able to work confidently with a wide range of people	✓	
Committed to personal development, and motivated to learn new skills	✓	

Enthusiastic about delivering exceptional visitor experience

✓

We would like you to have

A minimum of GCSE English and Maths at Grade C or level 4 (or equivalent)

✓

A positive attitude

✓

The ability to make everyone feel welcome

✓

High standards of cleanliness and hygiene

✓

An awareness of allergens, health & safety compliance requirements

✓

An understanding of commercial drivers in a café and/or retail environment

✓

Staff Accommodation

We are based on the edge of Grasmere village in the heart of the Lake District in Cumbria, in the northwest of England. The Lake District is a UNESCO World Heritage Site and attracts millions of visitors from all over the world every year.

Alongside Dove Cottage, the Museum and other buildings in Town End (the hamlet in which Wordsworth Grasmere is based, on the edge of Grasmere village), the Wordsworth Trust also owns several residential properties that are home to many of our staff. We offer Trainees the chance to move into basic staff accommodation for the duration of the Traineeship if they wish to. The accommodation we offer is a private, double bedroom with shared kitchen, bathroom and living facilities in a large house (10 bedrooms). You will have the opportunity to learn more about the accommodation should you be invited for interview. Many Trainees take this offer up but others commute in from other parts of Cumbria.

The Application Process

Applications close on: Monday 26 October at 9AM (GMT)

How to apply?

We ask you to complete a short application form (available to download on the Traineeship page of our website), and also invite you to send either a letter or short film to us, answering the questions you will find listed in the application form. **Letters must be no longer than 600 words, films no longer than 4minutes.** We do not accept CVs.

Please send your completed application to Caitlin Armstrong, PA to the Director at

C.Armstrong@wordsworth.org.uk

If you are sending a film as part of your application, please send it to Caitlin at the same email address, in mp4 format with your name in the file name, via WeTransfer (<https://wetransfer.com/>)

We would also be grateful if you could complete an equal opportunities monitoring form and return it with your application (available to download on the Traineeship page on our website).

Use of AI - As a literary and creative organisation it is important to us that you present yourself in your own voice. Don't rely on AI to do the work for you! Please show your individuality, experience and how you've

engaged with the role in your application. We would like to get a sense of your individuality from your personal statement or film.

We will send you an email to confirm that we have received your application. We will let you know if your application is unsuccessful.

Interviews

We plan to hold interviews onsite at Wordsworth Grasmere on 25 and 27 November 2026. We can also offer an online interview if you are unable to travel to Grasmere. If you require any reasonable adjustments for your interview please contact us in advance with your request.

If we would like to meet you for an interview, you will receive an invitation via email.

Data Protection Information

Completed application forms and supplementary information provided by you in support of your application will be retained by the Wordsworth Trust in a secure place for a period of six months, after which time the information will be destroyed. Details of short-listed applicants (application forms and supplementary information provided in support of an application, references, interviewer/task notes) will be held for a further six months, after which time the information will be destroyed, excepting for persons who subsequently take up employment with the Wordsworth Trust.

Finally...

If you would like to know anything else about the Traineeship or life in Grasmere, or if you have any questions about the application process, please get in touch with Caitlin at C.Armstrong@wordsworth.org.uk