



August 2026

# Learning & Visitor Assistant (variable hours)

Job Information Pack

# Welcome

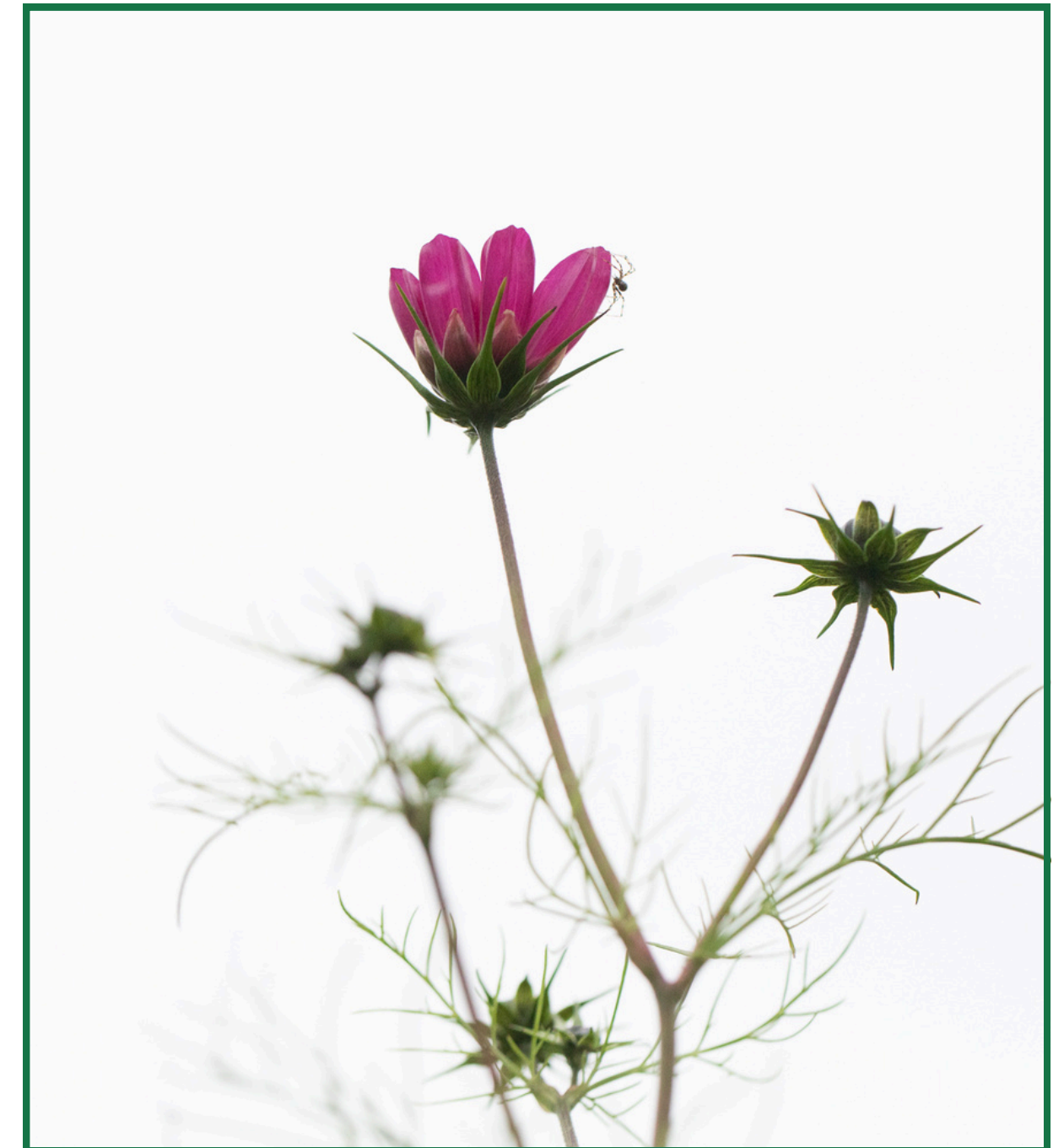
[About Us](#)

Thank you for your interest in working with us at The Green Estate Community Interest Company. In this Job Pack, you will find information about the company, our mission, values and goals, the team, and details of the job role. We look forward to receiving your application.

The Learning & Visitor Assistant will be part of our friendly team at The Green Estate who deliver school sessions and help visitors make marvellous memories at Sheffield Manor Lodge, and support day bookings across our other buildings.

This is a variable hours role working as and when required, to be mutually agreed. We run school sessions during the school term time (Monday to Friday) and craft activities (Tuesday to Friday) in school holidays. We also open on Sundays during the Spring/Summer season (April to September) and run evening talks once a month on a Monday.

Applicants must have previous experience of supporting children and young people and be aged 18+.



# Who we are

[About Us](#)

**The Green Estate Community Interest Company** is a social enterprise rooted in South Yorkshire with national and international reach. Our mission is to grow green and resilient urban places for people and nature to thrive. We were originally set up in 2003 as a heritage and environmental regeneration project in the Manor area of Sheffield. The Green Estate team of 60 staff, 40+volunteers and partners have turned 42 hectares of derelict land and heritage buildings into a unique, beautiful and sustainable landscape for people and nature to enjoy for generations to come. Our remarkable site has roots back to the 12th century, and you can learn more about its history [here](#). You can also find out more about our international nature-based solutions business including our renowned Pictorial Meadows [here](#).

We are now a multiple award-winning organisation that acts as a beacon for place-based urban resilience with a social, economic and environmental impact on our local community and beyond. Our 2030 ambition is to become a national Place-based Urban Resilience Demonstrator.

Where there were old derelict buildings considered a liability, there is now £9 million-worth of heritage facilities. Where there was no-go wasteland with burnt-out cars and antisocial behaviour, there is now beautiful urban meadows, sustainable urban drainage systems and a circular economy green recycling unit. Where there was stigma, abandonment and disillusionment, there is now innovation, partnership and hope.

We work across education, offer inspirational visitor experiences, support other community enterprises on our site, design and deliver innovative nature-based solutions, and care for the green spaces in our ward – demonstrating place-based urban resilience in action. In 2023, our work was recognised by the King with the prestigious [King's Award for Enterprise in Sustainable Development](#). In 2024, we were named [Green Innovation Business of the Year](#) and the overall [Winner of Winners](#) in the British Chamber Business Awards. We are also proud to have achieved the [People and Planet First verification](#) for businesses tackling social and environmental issues.

# Our Mission

[About Us](#)

Our **mission** and **values** guide us in our Roots to Resilience.



# Our Values

[About Us](#)

Our values reflect the essence and uniqueness of The Green Estate CIC. They remind all of us and show others what matters to us, how we make decisions, and how we think and act in common purpose to achieve our mission.



**Integrity:** We act as one team with integrity across all of our work.



**Impact:** We care for our local roots and work at place level with nature, heritage and communities to improve health, biodiversity, the economy and climate resilience.



**Collaboration:** We will seek to work in partnership with people and organisations who share our purpose and values to achieve multiple benefits for people and nature.



**Innovation:** We work with an entrepreneurial mindset using our assets to innovate and generate practical, sustainable solutions with added environmental, social, and economic value.



**Influence:** We demonstrate and shine a light on the art of the possible to influence policies, practice, and systemic change for the common global good.

# Our Goals

[About Us](#)

For our path of Roots to Resilience, we have set six goals to focus on for 2028.

01. **Place-based Urban Resilience:** We will have co-designed a blueprint for place-based urban resilience, to increase awareness and understanding of how to grow green and resilient urban places for people and nature to thrive.
02. **Nature-based Solutions:** We will have developed new innovations and grown our nature-based solutions across the UK and the EU, to become market leaders in resilience horticulture and increase our investment in community impact close to home.
03. **Growing Communities:** We will have scaled up our growing communities programme, so more people feel connected with each other, with nature and green space and with growing their own food.
04. **Flourishing Futures:** By 2028, we will have unlocked the potential of our heritage, expertise, resources and networks to enable children, young people and their families to flourish and create a brighter future for generations to come.
05. **Greenest Estate:** We will have improved access to quality green space in Manor Castle ward, so it becomes known as one of the greenest estates in Britain helping people and nature to thrive.
06. **Sustainable Business:** We will have improved our working conditions and sustainability credentials so our team and organisation can thrive.

# Job Purpose

Job Role

**Responsible to:** Heritage Manager or Visitor & Events Coordinator (depending on the type of delivery you are supporting)

**Responsible for:** Onsite delivery

The Learning & Visitor Assistant will be part of our friendly team at The Green Estate who help all our visitors and school parties make marvellous memories at Sheffield Manor Lodge, and support day bookings across our other buildings.

You will make our visitors' day special by leading and assisting in the delivery of a variety of school sessions, public openings on selected Sundays and school holidays, and Monday night talks. You will also support the delivery of weekday venue hire bookings in Manor Oaks House, Studio 3 and the Discovery Centre which will include setting out the room, handling refreshments and resetting the room for the next booking.

This varied role will include sharing the rich heritage of the site, inspiring primary age children as they learn about the stone age and the Tudors, while also supporting The Green Estate in its goal to become an Urban Resilience demonstrator. As the first point of contact you'll provide a warm welcome to new and current visitors. You will also raise awareness of our fundraising programmes and how a donation can support the upkeep of our historic site.



# Key Responsibilities

Job Role

## Main Responsibilities

- Work closely with the Heritage Manager to deliver our Tudor and Stone Age school visits for children aged EYFS-KS4.
- Work on the welcome desk at the Sheffield Manor Lodge Discovery Centre including, checking visitors in, till operations and serving of light refreshments.
- Deliver informal education activities including uniformed groups, open days and events.
- Deliver day venue hire (e.g. corporate events) at Manor Oaks House and Studio 3 including room set up, refreshments and event set down.
- To assist the Visitor Coordinator in the running of public opening days according to relevant event plans including craft activities.
- Liaise with teachers, the general public and education volunteers as required.
- To provide supervision for on-the-day volunteers.
- To be a key holder and ensure that premises are opened, secure, prepared and ready, appropriate to use on the day following daily check sheets.
- To be a named first aider (training provided).
- To ensure all public opening/event activity runs according to appropriate Green Estate CIC protocols and risk assessments.
- To act as a responsible point of contact for dealing with any issues, accidents and emergencies and reporting these through the Atlas system (training provided).
- At the end of public opening/school session/events, to ensure that materials and set up are tidied away for the next premises user and that the premises are made secure according to the Green Estate CIC's protocols following a 'don't walk past' attitude.
- To maintain appropriate on-the-day monitoring of visitor numbers and feedback
- To ensure delivery of an excellent and consistent standard of visitor experience, standards, presentation and health and safety providing constructive feedback for the continuous improvement of the offer at Sheffield Manor Lodge.
- To undertake any training as necessary in order to deliver this role effectively
- To ensure all work is undertaken in accordance with company policies and procedures.
- To help promote the wider mission of the Green Estate CIC
- Undertake any other duties, as required by your Line Manager, commensurate with the level of the post and the aims of The Green Estate CIC

# Person Specification

Job Role

## Essential Experience

- Previous experience of supporting children and young people
- Experience of providing excellent customer service
- Experience of working with a range of audiences
- Must be 18+ for insurance purposes

## Skills and Attributes

- Friendly, approachable and welcoming
- Confident in speaking to visitors and school parties
- Able to work as part of a team
- Flexible approach to work
- Adaptability in communication styles for different audiences
- Ability to meet the physical demands of delivery
- Accurate time keeping and being organised through a diary
- Committed to creating inclusive spaces where all backgrounds are welcome

## Desirable

- Experience of providing excellent education/visitor experiences
- Cash handling and till experience
- Experience of working in a visitor attraction
- Knowledge of health and safety procedures
- Passionate about heritage and nature stories

## Values and Behaviours

All staff, regardless of their role, are expected to contribute to making Green Estate a truly great place to work by adhering to our values and helping to fulfil our vision, mission, and purpose.

# Job Specification

Job Role

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Salary              | £13.45 per hour based on the full time equivalent of £26,227.50                                                                                                                                                                                                                                                                                                                                                                                |
| Pension             | We offer entry to the company's stakeholder pension in line with auto enrolment.                                                                                                                                                                                                                                                                                                                                                               |
| Working hours       | Variable hours working as and when required, to be mutually agreed. We run school sessions during the school term time (Monday to Friday) and craft activities (Tuesday to Friday) in school holidays. We also open on Sundays during the Spring/Summer season (April to September) and run evening talks once a month on a Monday. We aim to book staff in as far in advance as possible once a school, open day, event or hire is confirmed. |
| Location            | 389 Manor Lane, Sheffield, S2 1UL                                                                                                                                                                                                                                                                                                                                                                                                              |
| Probationary period | All new employees are required to undertake a period of probation for 6 months, in which they are expected to establish their suitability for the post.                                                                                                                                                                                                                                                                                        |
| Annual leave        | 31 days per annum pro rata (this includes all bank holidays), which increases to 36 with length of service.                                                                                                                                                                                                                                                                                                                                    |
| DBS disclosure      | Enhanced DBS check is required.                                                                                                                                                                                                                                                                                                                                                                                                                |
| Equal opportunities | The Green Estate CIC is an equal opportunities employer and selection of applicants is based on merit. Our company policy document is available on request.                                                                                                                                                                                                                                                                                    |



# Benefits

Job Role

- A workplace situated in 14 hectares of beautifully landscaped and natural parkland containing a scheduled ancient monument
- Working for a social enterprise with community values
- Transport links and free parking, close to Sheffield city centre
- Westfield Health
- Discounts such as gym memberships, shopping discount codes, cinema discounts
- Holiday allowance 31 days per annum pro rata (includes bank holidays) increases to 36 days relating to length of service
- Flexible working where possible
- Employee assistance programme
- Paid time to volunteer in Manor & Castle Ward
- Enhanced company sick pay and maternity pay
- Entry to the company's stakeholder pension in line with auto enrolment
- Staff and social events



# Contact Us

Email  
Telephone  
Website

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