

R A B Y

Visitors Welcome Host Job Description

Job Title:	Visitors Welcome Host
Reports to:	General Manager
Department:	Leisure and Tourism
Location:	High Force Hotel
Hours:	Seasonal, we are looking for people that can mainly only work evenings and weekends.

About Raby

Raby is a thriving, family-run estate under the stewardship of the Vane family, with a rich heritage and a forward-looking vision. Steeped in history, Raby Castle is surrounded by over 200 acres of beautiful parkland and gardens in County Durham. Raby has been home to generations of the Vane family and remains a vibrant destination offering tourism, hospitality, and events throughout the year.

In addition to Raby Castle and its grounds, the estate also includes High Force Waterfall, one of England's most spectacular natural attractions, and the High Force Hotel, which offers accommodation and dining in the heart of the North Pennines Area of Outstanding Natural Beauty. The estate comprises of landholdings across County Durham and Shropshire, with a focus on sustainable land management and stewardship of the land.

Role Purpose

Due to the continued success and growing popularity of our Stargazing Experiences and other experience-led activities, we are seeking additional Welcome Hosts to join our team.

These experiences have been developed to showcase the very best of Upper Teesdale, connecting visitors with the area's internationally important geology, spectacular landscapes, dark skies, wildlife and heritage. Taking advantage of our unique location at High Force, one of England's most iconic natural landmarks, we deliver memorable experiences that inspire visitors and help them discover the remarkable stories that have shaped this landscape over millions of years.

As our programme of specialist events continues to grow, opportunities will exist to support a variety of experiences including stargazing evenings, geology tours, educational visits, heritage walks, wildlife experiences and bespoke private events.

As a Welcome Host, you will play a vital role in bringing these stories to life. From warmly welcoming guests on arrival to leading guided walks and delivering engaging presentations, you will help create exceptional experiences that leave a lasting impression on our visitors.

Key Responsibilities

Guest Welcome & Experience Delivery

- Provide a warm, professional and engaging welcome to guests upon arrival.
- Assist with guest registration and event check-in procedures.
- Ensure guests are fully briefed on event arrangements and safety requirements.
- Create a positive, memorable and inclusive atmosphere throughout the experience.
- Deliver exceptional customer service and act as an ambassador for High Force Hotel, High Force Waterfall and Raby Estates.
- Ensure every guest receives a professional, safe and enjoyable experience.

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Guided Tours & Interpretation

- Lead groups safely between the hotel and waterfall viewing areas, often after dark and in varying weather conditions.
- Deliver engaging and informative presentations covering:
 - The formation of the Whin Sill approximately 295 million years ago.
 - The geology and rock formations that make High Force one of England's most spectacular waterfalls.
 - The impact of the last Ice Age on the Tees Valley around 15,000 years ago.
 - The continuing erosion of the waterfall and how High Force continues to move upstream.
 - The history, wildlife and landscape of Upper Teesdale.
- Adapt presentations to suit different audiences, including adults, families, school groups, special interest groups and private parties.
- Encourage visitor engagement through storytelling, discussion and questions.

Safety & Group Management

- Deliver clear and confident safety briefings.
- Assess guest mobility and capability to ensure safe participation.
- Monitor guest wellbeing throughout experiences.
- Manage groups effectively and maintain safe group control at all times.
- Ensure visitors remain within designated areas and comply with safety instructions.
- Respond calmly and appropriately to incidents or emergencies.
- Work closely with Duty Managers, Astronomers and other team members to ensure safe event delivery.
- Assist with emergency procedures and evacuations where required.

Supporting Other Experiences

In addition to Stargazing Experiences, the successful candidate may support:

- Educational and school visits.
- Private guided tours.
- Corporate and team-building events.
- Estate and heritage experiences.
- Wildlife and nature-based activities.
- Seasonal and special events.
- Media and VIP visits.

Skills, Knowledge & Experience Required

- Excellent communication and interpersonal skills.
- Confidence speaking to groups of up to 30 guests.
- Strong customer service and hospitality skills.
- Ability to lead and manage groups in an outdoor environment.
- Good awareness of health and safety responsibilities.
- Ability to work independently and as part of a team.

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- Availability to work evenings, weekends and occasional late-night events.
- Full UK driving licence and access to transport preferred due to the rural location.

Desirable Skills & Experience

- Knowledge of Upper Teesdale and the surrounding area.
- Experience in tourism, hospitality, guiding, education or interpretation.
- Interest in geology, astronomy, wildlife, heritage or countryside management.
- Outdoor leadership experience.
- First Aid qualification (training can be provided).
- Experience working with educational groups or young people.

Physical Requirements

- The nature of this role requires candidates to:
- Walk regularly on uneven paths, steps and natural terrain.
- Work outdoors in varying weather conditions.
- Lead groups after dark.
- Remain on their feet for extended periods.
- Respond quickly and effectively in emergency situations.

About You

We are looking for someone who is:

- Outgoing, enthusiastic and personable.
- Confident speaking to groups and presenting information in an engaging manner.
- Passionate about delivering exceptional visitor experiences.
- Reliable, flexible and professional.
- Calm under pressure and able to make sensible decisions.
- Interested in the outdoors, nature, local history or geology.
- Comfortable working outdoors in all weather conditions.
- Physically fit and mobile, capable of walking uneven terrain and responding quickly in emergency situations.

Ideal Candidate

This role would particularly suit someone who:

- Lives locally within Upper Teesdale or the surrounding area.
- Has a passion for the countryside and enjoys meeting people.
- Is interested in local history, geology, wildlife or astronomy.
- Enjoys public speaking and sharing stories.
- Is looking for flexible work that is varied, rewarding and different from a traditional hospitality role.

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If you enjoy working with people, have a passion for the outdoors and want to help visitors discover the remarkable stories of High Force and Upper Teesdale, we would love to hear from you.