

Information for Candidates

Engagement Assistant

Summer Season 2026
ma **Part time, fixed term and casual**
zero- hours contracts available

1. About the Foundation

The Henry Moore Foundation was established by one of the great sculptors of the twentieth century. Today it is the largest artist-endowed grant-giving foundation in Europe. At the Foundation, we would like as many people as possible to enjoy and appreciate sculpture and in particular the work of Henry Moore. We want to inspire and inform people of all ages and backgrounds, whether they have an interest in the arts, are studying sculpture or visiting with their family for a day out. We want to extend our reach to worldwide audiences through international touring of our collection; and to support the development of sculpture through our grants programme. We have bold ambitions that require us to capitalise on our assets in order to achieve these aims.

The Foundation is overseen by a Board of Trustees, but day to day management is delegated to the Senior Management Team. We employ around 70 people on permanent contracts across its two sites, but this number rises to over 100 employees during the visitor season at Henry Moore Studios & Gardens. We are also fortunate to be supported by some 50 volunteers each year.

All of our people are encouraged to uphold our core values: Generous & Inclusive, Respect & Value, and Visionary & Creative.

2. Henry Moore Studios & Gardens, Perry Green

Perry Green is the small hamlet near Much Hadham in rural East Hertfordshire, where Henry Moore made his home. Moore lived in *Hoglands* with his family for nearly half a century and created his extraordinary sculptures, prints and drawings in the various studios within the grounds. In 1977 Perry Green became the headquarters of the Henry Moore Foundation, where the grants programme and other central services, including HR, are based.

Visitors to Henry Moore Studios & Gardens can experience Moore's home and studios and enjoy his monumental bronze sculptures sited in the natural environment as he preferred. We have 72 acres of beautiful countryside estate, from natural meadows and woodland to formal gardens, where visitors can appreciate Moore's work.

Perry Green is home to the Henry Moore collections consisting of over 12,000 objects, including monumental bronzes, wood and stone carvings, maquettes drawings, graphics, tapestries and textiles. We organise a busy programme of national and international loans and exhibitions each year, introducing Henry Moore to thousands of people worldwide.

3. Principal Aims of Role

Engagement Assistants are part of the seasonal team at Henry Moore Studios & Gardens. They welcome visitors, help to look after the artworks and collections on display, as well as engaging with our visitors and responding to their questions about Henry Moore and his life

and work. They assist with engagement activities as required and do their utmost to make the experience of visiting our location as enjoyable as possible.

4. Job Description

All Engagement Assistants are responsible for:

- Welcoming visitors to Henry Moore Studios & Gardens, including schools, groups and personal tours
- Providing accessibility and special needs assistance as required
- Assisting with workshops, events and learning activities for school, family and community groups
- Helping to ensure the security of the buildings and contents/works of art whilst open to the public.
- Ensuring all health and safety at work and safeguarding procedures are followed to help keep our facilities safe for the benefit of all employees and visitors
- Recording and reporting any damages or incidents to the Visitor Services Manager/Duty Manager in accordance with procedures in the Seasonal Staff Handbook
- Ensuring that all spaces are always presented to the highest possible standards in terms of cleanliness, tidiness and the presentation of visitor information. This may include checking toilets and cleaning as necessary; checking bins in public areas and emptying as required
- Carrying out any other duties that may be reasonably required

In addition:

When working in the Visitor Centre, Engagement Assistants will:

- Ensure that the visitor centre is attended at all times
- Manage entry queues and provide an overview and orientation.
- Process admission tickets and explain the annual ticket offer, encourage Gift Aid sales
- Operate the electronic till system, handling cash and card payments
- Monitor shop stock levels, notify the Duty Manager of any low stock items and report product feedback to manager
- Maintain attractive visual merchandise displays and ensure new retail items are barcoded and clearly priced
- Actively upsell gift shop items and key products such as the HMS&G guidebook and Hoglands house tours
- Cover Duty Management duties if the Duty Manager is temporarily away from the Visitor Centre
- Oversee mobility scooter and wheelchair loans
- Monitor email inboxes and phonelines and respond to visitor enquiries promptly
- Assist café staff to clear tables during exceptionally busy periods

- Provide cover for reception staff and lunch breaks as required
- End of day: clean shop floor and restock merchandise

When working in the studios, grounds or in Hoglands, Engagement Assistants will:

- Ensure the studios are open to the public promptly at 11am and are ready to welcome visitors, ensuring that fire doors are unlocked and that the surrounding grounds are presentable and free of litter/hazards
- Collect the relevant key and a radio for each space at the beginning and return at the end of each shift as appropriate
- Be attentive to all visitors as they enter and while in the studios and galleries, or on the estate
- Provide visitors with information about the studios/gallery and exhibition, their contents and Henry Moore
- Conduct 30-40 minute guided tours of Hoglands House and/or provide security support for larger tours (full training will be provided)
- Ensure assigned studio/gallery/gardens are staffed at all times
- Ensure that visitors follow the code of conduct as detailed in the Seasonal Staff Handbook and refrain from: (i) touching or photographing indoor works (as appropriate); (ii) climbing or sitting on outdoor works; (iii) eating or drinking in the studios/galleries; (iv) picnicking on the sculpture lawns

When assisting with engagement activities or workshops, Engagement Assistants will:

- Assist with set up and take down of event materials, furniture and AV equipment
- Assist with welcoming groups, registration, activity and event delivery, photo documentation and evaluation procedures as required
- Assist participants, group leads and practitioners with activities and queries
- Alert the Engagement Manager to any issues quickly and efficiently

5. Engagement Assistant: Person Specification

- An interest in the arts
- Excellent customer service skills with a friendly, open and confident demeanour
- A 'can do,' enthusiastic attitude and willingness to undertake a range of tasks
- Strong communicator, particularly in face-to-face situations
- Approachable and calm under pressure and able to work with initiative
- Punctual
- Smart appearance (jeans and shorts are not acceptable – an HMF lanyard and fleece jacket will be provided to wear when on duty)
- Willing to take on extra tasks as required
- Ability to work independently and as part of a team

- Demonstrate a flexible approach to working hours, including some evenings, weekends and bank holidays
- Respond efficiently and competently to any incidents or operational issues as they arise and have an awareness of when to seek additional support
- Experience in customer service, education or events is an advantage for this role

6. Line Management

Engagement Assistants are managed by the Visitor Services Manager and in their absence report to the Visitor Services Coordinator.

7. Further information

HMSG are open Wednesday to Sunday plus Bank Holidays (which are paid at time and a half). Remuneration package:

- £13.45 per hour – including paid breaks
- Annual leave – based on 28 days leave per annum (including bank holidays) pro rata, that is 12.07% of worked hours
- Time and a half for bank holidays
- Employer's pension contribution of 3% paid for eligible job-holders

8. Application process

If you are interested in this opportunity, please return your completed application and equal opportunities monitoring forms (no CVs please) to HR at recruitment@henry-moore.org

We value a diverse workforce and welcome applications from all sections of the community and under-represented groups.

Closing date: 9 February 2026, 9:00