

GRIMM & CO.



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www.grimmandco.co.uk

Registered charity 01154990

Visitor Experience Team Leader



Grimm & Co is a Yorkshire charity, based in Rotherham, that supports children and young people to make meaning of the world around them and build a positive narrative for themselves within it through the joyful discovery of stories.

Our Emporium of Stories is an enchanting story destination with Book Nook, Apothecary to the Magical shop, Ever After role play area, Feastery Cafe (serving story-themed food and drink) and secret doors that hide beanstalks and writing/theatre spaces, where imaginations are ignited for children and young people to bring stories to life.

We are looking for a Visitor Experience Team Leader

The role in brief:

We really are looking for an all-rounder, someone who has many different skills and abilities, versatile and capable in multiple areas of work. As Visitor Experience Team Leader, you will be an organised, enthusiastic, and experienced team supervisor, this is a hands-on role. You will supervise and deliver the day-to-day running of the cafe, retail and event functions, ensuring the highest standards of retail, food preparation and customer satisfaction.

You will work closely with the Visitor Experience Manager to deliver hospitality services across our cafe, shop and events. As a Team Leader you will train and support staff and uphold high standards within Food Hygiene and health and safety regulations.

Your role will be key in maintaining a professional and efficient service aligned with company standards. You will help deliver the story and experience of Grimm & Co, a unique hospitality destination. You will play a key role to ensure that Grimm & Co's story is told consistently, imaginatively, and effectively. This role forms part of the Visitor Experience Team.

Are you still interested? Read on!



Some Key Terms & Conditions of the Role



Hours Part Time: Full Time 5 days per week (40 hours per week). We operate Monday – Sunday (general shift pattern, including evening and weekend work). A working pattern will be established by agreement on appointment.

Holidays: You will receive 25 days of annual leave plus all UK Bank Holidays pro rata.

Reports to: Visitor Experience Manager

Location: Mostly in Rotherham

Contract: Permanent

Salary: £28,122.34 to £29,546.03 pro rata – depending on experience

Benefits: Grimm & Co is a charity that rewards staff with a strong commitment to their well-being, staff discount, on-site parking and good working conditions.

How to apply:

Please submit your CV and a covering letter to amanda.barnes@grimmandco.co.uk. In the subject field, please write “Application for Visitor Experience Team Leader” followed by your name. **The covering letter should outline – with examples - each bullet point from the Person Specification (see below).**

Grimm & Co wish to make our application process as accessible as possible. If you are experiencing any barriers in applying for this position, please contact us to discuss this further. We also welcome your thoughts on how we can improve our approach so please do tell us if your experience of this process could have been improved.

If you have questions about the role and would like to have an informal conversation before submitting a completed application form, please contact the Chief Executive to arrange a conversation by emailing emma.holling@grimmandco.co.uk

Closing Date for Applications: 4pm on Wednesday the 5th of August 2026

Interview Date: Friday the 7th of August 2026

Start Date: As soon as possible

Job Description:



Key Responsibilities

- Lead and deliver the day-to-day visitor hospitality experience at the Emporium of Stories at Grimm & Co. This will include working within and supervising the following areas: cafe, shop and event offer, food & drink preparation including barista coffees, use of till and front of house service, Visitor Experience offer.
 - Ensure efficiency and quality of stock levels, ordering, appropriate storage and consumable wastage.
 - Support the Visitor Experience Manager with staffing rotas, flagging ad-hoc absences or staffing issues.
 - Ensure compliance, including for hygiene practices, day-to-day Health & Safety, Allergens, HACCP and COSHH – including paperwork (daily checklists and records).
 - Ensure set up, preparations, service delivery and clean/close down duties are completed each day.
 - Ensure a safe, clean and welcoming environment that provides an excellent visitor experience to all.
 - Conduct cleaning audits and ensure timely rectification of issues
 - Ensure all documentation, risk assessments and compliance records are maintained.
 - Report any maintenance issues and log with appropriate lead.
- Work alongside other members of the team to coordinate and deliver hospitality for events, both external and internal for the charity.
- Work alongside other members of the team to coordinate and deliver our Visitor Experience offer, this includes the Ever After role play area.
- Deputise for the Visitor Experience Manager when required.
- Work with the Visitor Experience Manager to develop new menu and retail ideas.
- Lead, train and support a front-of-house team staff (including zero hours staff and their supervision, volunteers and agency personnel), creating a positive environment where everyone feels welcome and supported.
- Maintain strong customer relationships. Monitor customer feedback and resolve issues promptly.
- Help maintain the charity's high level of customer service and online reviews.
- Site key holder and first aider, including opening/closing the site.
- Excitement and enthusiasm in promoting Grimm & Co's vision, aims and objectives to share our story and link our work to local strategy and needs.
- Support the charity with fundraising to ensure the continuity of our provision.
- Support the wider team, as and when required, with any other reasonable duties in the successful delivery of the charity's aims and objectives.

The job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the role or needs of the organisation.

About you/Person Specification:

Please use this person specification to create your covering letter using the bullet points below.

Essential qualifications and experience:

- Good customer/front of house/hospitality experience
- Proven experience in food service/catering and preparation.
- Skilled Barista with experience in a fast-paced environment
- Experience in retail.
- Operational knowledge of ordering and stock rotation.
- CIEH Level 2 qualification (or willingness to obtain within probation)
- IT literate and budget management awareness
- Experience supervising teams and delivering high standards
- Knowledge of Health & Safety and Food Safety requirements.
- Ability to use initiative and manage projects simultaneously.
- A can-do approach and positive attitude to problem-solving.
- Ability to work under pressure at times whilst maintaining a positive attitude.
- Great communication skills to liaise with customers and team members within your environment.
- Pride in personal appearance and hygiene.

Desirable experience:

- Ability to engage customers to bring the story of Grimm & Co and its charitable aims to life.
- Knowledge of COSHH, HACCP
- Experience of working with and supporting volunteers
- A valid UK driving licence.



Pre-Employment Checks

- All employment offers are conditional upon receipt of two satisfactory professional references. Referees will be sought from an applicant once an offer of employment is made and referees will not be approached without the applicant's permission.
- All contract types are subject to a probationary period of 3 months.

Please note that this post will require DBS clearance, which will be completed by Grimm & Co for the successful candidate.

What our current staff say:

"The role of the CLC involves exciting delivery of workshops to children and young people. It is a fantastic opportunity to meet people from different backgrounds, both in person and remotely and offer support to encourage their creativity. The role requires you to be organised and have good time management, plus a love of having fun and being a bit silly. As well as delivery, there is a focus on planning sessions, administration, evaluation and analysing our feedback and outputs to keep improving our provision."

"For me the best bits are meeting new young people and hearing their amazing ideas and watching them grow in confidence. Seeing a project come to a close and the young people and their families enjoying the end output makes you feel proud and a great sense of achievement. Working with the young people is instant gratification and a reminder of why we do what we do."

If this doesn't sound like the role for you...

Why not have a look at our volunteering opportunities? Volunteers are our lifeblood here at Grimm & Co and we support a huge range of volunteering roles, find out more here: [Volunteering - Grimm & Co - Come and join our team \(grimmandco.co.uk\)](https://www.grimmandco.co.uk/volunteering)



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