GRIMM & Co



APPROVED BY

Visitor Experience Host

Grimm & Co is a Yorkshire-based children's literacy charity with a mission to change lives through stories, helping children and young people discover the power of their own voices, develop their creativity and imagine positive futures for themselves.

Based in Rotherham's extraordinary Emporium of Stories, housed in the former Talbot Lane Methodist Church, we create magical experiences that bring stories to life. Through our enchanting visitor experience, creative writing programmes, storytelling, events and family activities, we invite children, young people and their grown-ups to explore the extraordinary possibilities of words, stories and imagination.

At Grimm & Co, the ordinary is transformed into the extraordinary. Our team combines imagination, warmth, humour and a commitment to making every visitor feel welcome, valued and inspired.

We are looking for a Visitor Experience Host – (Storyteller & Playmaker)

The role in brief:
Our Storytellers bring the magic of Grimm & Co to life.

As a Storyteller and host, you will help create memorable experiences for children, young people and families visiting the Emporium of Stories. You will welcome visitors into our wonderfully curious world, deliver lively and engaging storytelling activities, encourage imaginative play and help families discover the joy of making up stories together.

Working closely with our Visitor Experience Manager, you will host and facilitate a fun, engaging and inspiring programme of reading, writing, craft, art and storytelling activities for children and young people. These programmes will have literacy and creativity at the centre, and will support children's communication skills, confidence, and willingness to learn. You will help deliver the story and experience of Grimm & Co, a unique hospitality destination and play a key role in ensuring that Grimm & Co's story is told consistently, imaginatively, and effectively.

A key part of your role will be hosting and animating Ever After, our early years and family role-play area. You will help create a welcoming, safe and stimulating environment where younger children can explore, play, dress up, make things, invent characters and begin their own storytelling adventures. You will encourage grown-ups to participate, recognising that playful moments shared between children and their adults can nurture communication, confidence, creativity and a love of language. Your role as session host would be to check-in visitors, explain how to play, including safety information, remain within the play space to offer play prompts, assist children and families to engage fully within the space and host the story-time in an engaging and interactive way.

You will facilitate playmaking in other spaces around our story venue, from potion making to birthday parties, guiding children and families to produce one of our craft outputs in a fun session that encourages creativity, imagination and teamwork.

You will also support the wider visitor experience, helping customers navigate the Emporium, telling our own Grimm & Co fairy tale, inviting customers to step inside our story as they explore the shop, cafe and role play areas. You will answer questions, support activities and events, and ensure that every part of a visitor's journey feels special.







Some Key Terms & Conditions of the Role

Hours Part Time: 1 day per week (Saturday 8:00am-16:30pm). This role is part time (8 hours per week, usually working Saturdays).

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

Reports to: Visitor Experience Manager
Location: Rotherham
Contract: Fixed Term for 6 months
Salary: £13.48 per hour

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:

You must submit your CV and a covering letter to amanda.barnes@grimmandco.co.uk. In the subject field, please write "Application for Visitor Experience Host 2026" 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 Head of Learning & Impact to arrange a conversation by emailing sarah.brown@grimmandco.co.uk

Closing Date for Applications: 7th of November 2026

Interviews will be held on either the: Thursday 12th and Friday 13th of November 2026
Please inform us of any issues regarding these dates at the application stage.

Start Date: As soon as possible

Job Description:



Key Responsibilities

- Deliver, resource and support the planning for varied, inclusive, innovative and engaging programmes across the Visitor Experience of the charity. These activities will support young people to develop their own literacy skills and build their confidence, self-esteem and support them to make meaning of the world around them. Use stories, characters, props, puppets, games, movement, music and creative prompts to spark curiosity and encourage participation.
- Help visitors feel comfortable, included and confident about exploring the Emporium, explaining activities and answering questions clearly.
- Deliver friendly, responsive customer service while maintaining the distinctive character and atmosphere of Grimm & Co. Provide a warm, genuine and enthusiastic welcome to every visitor.
- Effectively facilitate our existing tried-and-tested schemes of works, such as potion making, wand decorating, fairy door decorating and dragon egg making, all of which include a short writing element. To respond creatively to the interests, ideas and imaginations of the children and families taking part.
- Facilitate planned activities and adapt storytelling and activities for different ages, abilities, communication styles and levels of confidence.
- Support workshops, seasonal activities, festivals, special events and other creative programmes across the Emporium.
- Contribute ideas for new activities that reflect Grimm & Co's distinctive personality, values and commitment to children's creativity.
- To ensure workshops are resourced appropriately, including working with support from volunteers with skills to undertake session delivery.
- Ensuring the sessions are safe and inclusive, in line with all relevant safeguarding, health and safety, risk assessment, and equity, diversity and inclusion policies and best practice. This may include responding to incidents, including escalating them to the relevant person(s) as required.
- Maintain strong customer relationships. Monitor customer feedback and resolve issues promptly. Help maintain the charity's high level of customer service and online reviews.
- Support a welcoming retail, café or other visitor-facing offer when required, within the needs of the wider Visitor Experience team.
- Help visitors understand more about Grimm & Co's charitable mission and the difference stories, creativity and literacy can make to children and young people.
- Act as an enthusiastic ambassador for Grimm & Co, bringing our values, creativity, warmth and distinctive sense of humour to every interaction.
- Support the team in any way that helps with the smooth delivery of services within our charity.



About you/Person Specification:

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

Essential qualifications and experience:

- Experience of delivering and planning high-quality creative writing and arts workshops with and for young people.
- Warmth, friendliness and enthusiasm, with a demonstrable ability to form positive and professional working relationships with participants, parents and carers, and other team members.
- A playful, imaginative approach and a willingness to participate in storytelling and role-play.
- A commitment to excellent customer service and creating positive visitor experiences.
- Ability to thrive in a changing environment, and to work effectively on own initiative.
- Good timekeeping, including timely and clear responses to emails, and the ability to take responsibility for yourself and others (including tidying away and ensuring all data has been inputted accordingly).
- A demonstrable commitment to equity, diversity and inclusion, and an ability to embed this practice into the heart of your work. Making our workshops welcoming and safe to a diverse range of young people is really important to us.
- Strong working knowledge of safeguarding, health and safety, data protection, and other relevant processes and procedures.
- Flexibility and 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.
- Willingness to undertake relevant training and an enhanced DBS check, in accordance with the requirements of the role

Desirable experience:

- Experience of delivering storytelling, drama, performance, arts or creative play activities. Experience of delivering in role, maintaining that the facilitation and objective remain clear, yet using characterisation to emphasise purpose and output.
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- Experience of working with pre-school children and young people.
- An understanding of early language development and the role of play, stories and shared reading in supporting communication.
- Experience of evaluating your own work to measure impact.
- Experience of working with and supporting volunteers.
- Experience of working in a visitor attraction, cultural venue, museum, theatre, library, family hub or similar setting.





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 some of 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)**



