

Gunnorsbury Development Trust & CIC Shared Purpose

Our Vision

To make Gunnorsbury an outstanding, sustainable green space, celebrating its unique heritage and providing a wide range of educational and cultural activities, events and facilities accessible to all members of the community.

Our Mission

To conserve, manage and develop Gunnorsbury Estate as a sustainable, recreational, cultural, and educational resource for the benefit of, and in partnership with, all our local communities.

Our Values

We are Inclusive:

We value difference and strive to be accessible and remove barriers to inclusion.

We are Collaborative

We pull together to achieve shared goals and ambitions.

We are Passionate

We are proud to care for Gunnorsbury and want to inspire this same pride in others.

We have Integrity

We are open, honest and transparent and always conscious of our responsibilities to present the varied heritages and cultures of our communities.

We are Resilient

We plan for the future and adapt to meet new challenges.

We are Imaginative

We find creative, thought-provoking ways to reach out and connect with all stakeholders.



How the Trust will achieve our aims:

Guardianship

We undertake initiatives that preserve and protect the museum collections, historic buildings, gardens and natural habitats of Gunnersbury Estate to ensure its full value is accessible to all, and maintained into the future.

Sharing our Heritage

Gunnersbury is a place for learning and discovery. We work closely with our communities to share and showcase the rich history and heritage of our local area and the people who make it special. Together, we tell the stories of the many cultures and histories that shape our community, creating a space where visitors can connect with and explore their shared past.

Sustainability

We work collaboratively with specialists and partners to promote biodiversity and conserve nature, develop climate change resilience and reduce carbon consumption across the historic structures, landscape and natural environment of the park.

Working in Partnership

We provide opportunities for volunteering and upskilling, collaborate with local communities and forge authentic, long-standing relationships through which we can preserve and promote Gunnersbury Park and Museum as a place for all.

Diversity, Inclusion, Equity and Belonging

Everyone should feel welcome at Gunnersbury. We will remove barriers to inclusion, prioritise accessibility and ensure this is a safe space where people feel inspired by West London's rich multi-cultural aspects evidenced both in the long, rich history of this Estate, and in all that the park and buildings have to offer today.

How the CIC will achieve our aims:

Social Entrepreneurship

Creatively using business and commercial skills to underpin the financial sustainability of Gunnersbury to ensure its long-term future. We are not afraid to experiment, and to learn from our mistakes.

Sustainability

We leverage heritage buildings and landscape responsibly to raise the capital necessary for the estate to respond to the changing needs of our society and climate, to regenerate its listed buildings and build biodiversity.

Diversity, Inclusion, Equity and Belonging

Everyone should feel welcome at Gunnersbury. We will remove barriers to inclusion, prioritise accessibility and coordinate and manage the delivery of events and activities to maximise the benefits of Gunnersbury as a cultural, recreational and sporting facility for all.



About us

Our founding objective as a charity is to support the preservation, conservation and interpretation of the Museum collections, historic buildings and landscape of the Gunnersbury estate for the public benefit, to advance education through the development of the museum services and to support the provision of sporting and leisure facilities for the enjoyment and benefit of all.

Gunnersbury Museum and Park Development Trust, a registered charity, manages 72 hectares of grade II* listed parkland and 21 listed buildings and structures, in west London.

Our heritage assets are an impressive mix of 18th and 19th century buildings including a regency manor house, which is home to one of London's largest local history museums which has Arts Council England NPO status. We're proud of our museum education and community programmes and our exhibition *People's Unite* which reflects the diverse histories of West London.

Our parkland has been awarded Green Flag and London In Bloom Gold and we have ambitions to become the most sustainable managed park in London, exploring ways to mitigate the impact of climate change, enhance our biodiversity and develop onsite energy generation.

We have established Gunnersbury as one of West London's premier outdoor venues for large scale music concerts welcoming international artists across all genres from pop, dance and R&B to hard rock and Indie.

Our heritage venues host weddings and celebrations as well as corporate hires, also we are regularly used as a filming location, featuring on numerous TV shows and movies.

Above all, we're committed to our role as stewards of the facilities at Gunnersbury which we manage for the benefit of the whole community.

Diversity and Inclusion

We serve some of the most diverse areas of West London and are committed to reflecting local communities in our programming, our museum collection and our workforce.

Our Trustees and staff are determined to grow a diverse and inclusive workforce which reflects those communities we place at the heart of our work.

Assistant Visitor Engagement Manager

Job Title:	Assistant Visitor Engagement Manager
Reports to:	Visitor Engagement Manager
Responsible for:	Championing visitor engagement across the Park and Museum
Hours:	37.5 hours/week
Location:	Gunnersbury Park and Museum
Salary:	£30-33k dependent on experience

About the Role

The Assistant Visitor Engagement Manager role is an exciting new role at Gunnersbury Museum and Park Development Trust. You will support the Visitor Engagement Manager in delivering exceptional visitor experience, every time, for every visitor. This role will work across the Museum and Park, and will be responsible for managing our team of visitor engagement assistants and volunteers, planning and managing events and programmes and helping us showcase all the Museum and Park have to offer through content generation for social media.

While we will be happy to hear from all applicants, we are particularly interested in receiving applications from individuals from a global majority background, and/or who live in the Ealing and Hounslow areas.

This is a hands on role, and will work Wednesday-Sunday as well as occasional evenings. For days worked outside of regular working hours, a TOIL system is in place.

About You

You will have:

Essential

- Experience of supervising or managing staff or volunteers in a visitor or customer facing environment
- Experience of organising events
- A great multitasker with the ability to work to competing deadlines
- Experience of managing spend within a budget
- Visitor-focused with knowledge of principles of good customer service
- Strong organisational skills with attention to detail
- Good communication skills, both written and verbal
- Proficient in Microsoft Office and computer systems
- Willingness to be hands on and present in delivery of programmes and events

Desirable

- Experience working in a heritage or cultural attraction
- Experience of writing copy/content
- Experience of fundraising
- Experience in writing and producing evaluation reports
- Awareness of health and safety

Key Responsibilities

- Manage the team of visitor engagement assistants and volunteers to deliver a high quality visitor welcome in the Museum and Park, including undertaking regular 1-1s and completing a monthly rota
- Work with Visitor Engagement Manager to train and support visitor engagement assistants to encourage donations and completion of feedback forms
- Assisting in the day-to-day running of the Park and Museum, including occasionally covering the front desk, locking and closing the Museum building
- Develop a team of Visitor Engagement Volunteers
- Collaborate cross-departmentally relevant teams including Museum Services and Parks team to plan, coordinate and deliver programming and events tied to the charitable purpose of the Trust
- Develop evaluation reports for events and programmes, including visitor feedback, making improvements to enhance the overall visitor experience
- Be willing to complete first aid training, fire marshall training and any other health and safety courses required to confidently deliver the role
- Be one of two senior operational staff members on site on weekends who will share the role of Incident Response Coordinator, leading incident and emergency procedures with confidence across the Museum or Park.
- Champion health and safety, ensuring staff and volunteers adhere to existing policies and procedures and events and programmes are run with all appropriate health and safety considerations
- Support our communications by creating and delivering content for social media, web and print media

How to Apply

To apply for the role of Assistant Visitor Engagement Manager please send your CV and a cover letter outlining how you meet the requirements of the role to recruitment@visitgunnersbury.org with subject: "Assistant Visitor Engagement Manager", [Your name]"

The deadline for applications is midnight 12th September 2025. Applications received after this deadline will not be considered. Interviews are anticipated to take place 22-26th September 2025 at Gunnersbury Park and Museum.