



Team and Culture Lead Recruitment Pack October 2024

*“In 1990 we spotted an old vine weaving in and out of the broken panes of an ancient greenhouse:
‘There in the midst of all this decay was another, far more powerful symbol – that of regeneration.
On the wall: a small pair of rusty scissors, presumably for cutting grapes.
How long had they been there? What was their story?’”*

About The Lost Gardens of Heligan

“Amongst ivy-clad walls of the derelict buildings and glasshouses, the everyday artefacts of the gardener’s trade were positioned as if staff were expecting to return at any moment – a sort of horticultural Marie Celeste.”

Heligan is one of the most mysterious estates in England. Lost to the brambles of time since the outbreak of WWI, this Sleeping Beauty was re-awakened in 1990 to become Europe’s largest garden restoration project. Today Heligan’s 200 acres are a paradise for the explorer, wildlife, plant lover and garden romantic.

At the end of the nineteenth century Heligan’s thousand acres were at their zenith, but only a few years later bramble and ivy were already drawing a green veil over this “Sleeping Beauty”. The outbreak of WWI was the start of the estate’s demise as its workforce went off to fight in the trenches; many sadly never to return.

This was a story played out in many of the large estates throughout Britain’s war period. Unlike many other estates, however, the gardens and land at Heligan were never sold or developed. In fact, it wasn’t until the 1970s that Heligan House itself was eventually sold and split into private apartments.

After decades of neglect, the devastating hurricane of 1990 should have consigned the now lost gardens to a footnote in history. Instead, events conspired to bring us here and the romance of their decay took a hold on our imaginations. Our discovery of a tiny room, buried under fallen masonry in the corner of one of the walled gardens, was to unlock the secret of their demise. A motto etched into the limestone walls in barely legible pencil still reads “Don’t come here to sleep or slumber”, with the names of those who worked there signed under the date – August 1914. We were fired by a magnificent obsession to bring these once glorious gardens back to life in every sense and to tell, for the first time, not tales of lords and ladies but of those “ordinary” people who had made these gardens great, before departing for the Great War.

We have now established a large working team with its own vision for our fourth decade. The award-winning garden restoration is internationally acclaimed; but our lease now extends into well over 200 acres, leaving the project far from complete. We intend Heligan to remain a living and working example of the best of past practice, offering public access into the heart of what we do. We honour the past, enrich the present and show a path for the future.

Our contemporary focus is to work with nature, accepting and respecting it and protecting and enhancing the variety of habitats with which our project is endowed.

www.heligan.com



“We look forward

to seeing ewe”

About the Role

- 16-24 hours per week (Worked across Monday-Friday)
- Permanent
- £28,000 - £32,000 per annum pro rata, depending on experience

Job Description

For the first time in nearly a decade, we are bringing our HR requirements in-house at The Lost Gardens of Heligan, having previously relied on external support. As our team continues to grow and thrive, this critical new role is designed to ensure we get the very best from our talented team. The Team and Culture Lead will be responsible for attracting, nurturing, and retaining exceptional people, helping to create an environment where the team can flourish with pride.

From the very beginning of Heligan's exploration, restoration, and operation, our primary aim has been to build a thriving community—not just an organisation, but a true team. A team that welcomes anyone with passion and a willingness to learn. The gardens were restored in honour of the gardeners who once worked here, and they continue to inspire us to prioritize our people and the skills they bring. Our gardens serve as a living memorial to the Lost Gardeners, reminding both new and long-standing team members that our people are at the heart of everything we do.

Heligan is developing and diversifying, with a team fulfilling roles within Livestock, Land Management, Education, Wellbeing, Events, and Food. Each of these areas plays a vital role in bringing Heligan's vision for the future to life. We are a team driven by ambition, united by a shared purpose: to help everyone deepen their understanding of their connection with nature.

Our commitment to the B Corp standards of prioritising people and our planet within all of our decisions, is core to our Culture, and to what it is to be a member of the Heligan team.

This newly created and vital role will provide support, guidance, and leadership to the entire Heligan team, helping all staff to thrive in their positions. The individual in this role will be committed to ensuring that Heligan remains an inspiring place where people can learn, work, and grow.

This role is based on site at Heligan.

We welcome applications from approachable, organised, experienced individuals who enjoy nurturing and developing teams.

Reporting to: Managing Director



Job Description

Job Title: Team and Culture Lead

Responsibilities for this role include, are but are not limited to:

- Lead on recruitment
- Analyse and identify trends to lead workforce planning, ensuring the necessary skills are in place to meet strategic goals.
- Create a safe working environment for all the team, indoors and outdoors!
- Able to design and standardise processes
- Act as a proactive relationship builder, lead by example, provide meaningful feedback, and embody the core values of Heligan
- Experience and confidence in performance management
- Involvement in reward and morale in the team environment
- Ability to advise and support Line Managers
- Set standards of Culture - able to challenge and not be a bystander
- Have a positive impact upon the wellbeing of the team
- Manage CPD opportunities and staff resources
- Lead on staff feedback, communication strategies and engagement initiatives
- Manage HR records and data, formalise training documentation, and ensure legal compliance
- Identify risks, provide confident recommendations, and effectively challenge and push back when necessary
- Be a champion for our team



Job Description continued

The ideal candidate will possess following skills:

- A minimum of 5 years HR experience and a CIPD qualification
- Calm, kind, and empathetic, yet skilled at handling difficult conversations
- Celebrate, Champion and nurture the skills and talents of our team
- An appreciation of diverse and non-traditional teams
- Curiosity and a genuine interest in people and what makes them who they are

- Self-motivated, pro-active and able to identify tasks and prioritise
- Systems and computer literacy
- A visible presence on site, enjoying the gardens and all they offer
- A commitment to creating a sustainable organisation
- Strong but able to challenge warmly
- A proven ability to coach, and to build confidential trusting relationships

Applications

To apply, please submit your CV along with a covering letter of no more than two-sides of A4 detailing your suitability for the role to recruitment@heligan.com
Only candidates who apply this way will be considered, not through any other channels.

Closing date for applications: 5pm, 4th November 2024

Interviews will be held on: 12th November 2024

Past



Present



Future



Job Description continued

Desirable skills/experience:

- An understanding of the tourism sector.
- A background in team leadership, coaching and HR
- An interest in the great outdoors and nature
- An appreciation and respect for our Heligan history and story
- A keen understanding of the positive power of nature on wellbeing
- Ambitious, positive, with a can-do attitude and a sense of humour and adventure
- The ability to learn from the past to inform the future

We are dedicated to creating a diverse, equitable, and inclusive workplace where every individual feels valued, respected, and empowered. We believe that a variety of perspectives, backgrounds, and experiences fuels innovation and creativity, contributing to our team's success and the quality of our solutions. We actively encourage candidates from all backgrounds and demographics to join us in our mission, ensuring our workforce mirrors the diversity of the community we serve. Join us in fostering a Culture where everyone belongs and can thrive.

Our gardens serve as a living theatre, helping people reconnect with nature, themselves, and one another. They also provide an inspiring workplace, and we believe they are among the best places to work in Cornwall, where our decisions prioritise both people and the planet.

Our team is united in a passion for people and nature. In essence, this is who we are...

- ♥ We champion a sense of community
- ♥ Mother Nature leads our decisions
- ♥ Health and wellbeing are a priority
- ♥ We are curious about everything and look for the beauty, awe, wonder and why of it all
- ♥ Play, it's in our DNA!
- ♥ Skills and tools we share gladly
- ♥ We care deeply
- ♥ Everyone is welcome
- ♥ We embrace all seasons in their glory
- ♥ Welly boots are a staple
- ♥ We are brave explorers
- ♥ Storytelling bonds us all
- ♥ Details get our attention
- ♥ Our team loves a lark
- ♥ Questions and ideas are welcome around our table
- ♥ We LOVE soil
- ♥ Every day we celebrate each others successes and learn from our accidental mishaps
- ♥ We go all in!
- ♥ We love what we do, the place we do our work and we dream of its future
- ♥ Grubby knees are guaranteed
- ♥ We think big and also small
- ♥ We sing about what we have discovered
- ♥ We celebrate diversity and life's richness
- ♥ Our impact is measurable and has meaning
- ♥ Life's biodiversity is celebrated
- ♥ We are a team on a mission

The
Lost Gardens
of
Heligan



The Heligan Team
—— 2024 ——