

CUMBRIA CRYSTAL

HAND CRAFTED IN ENGLAND



Glassblower: Required to lead the public glassblowing ‘experience’ programme and when necessary to assist the company stem & barware teams.

Salary: From £23,400 to £25,389 depending on experience.

Cumbria Crystal is seeking to recruit a glassblower, with a minimum of three years’ experience, to develop and deliver a programme of hands-on, glass making ‘experiences’ and tuition packages for the public at the factory in the Cumbrian Lake District.

The current programme is glass blowing orientated, but this could be developed to other processes as demand increases. Pre-Covid the company also offered a range of sandblasting, glass cutting (lathes), and acid etching options.

Who: This role is suitable for a confident graduate or, ideally, a glassmaker with some production experience.

[Cumbria Crystal](#) employs 23 people and has 4-production glassblowers, usually working in two teams, plus 3 glass cutters. All products are made using 24% lead crystal, hand-cut and acid polished on site. The company is the only manufacturer of ‘luxury’ crystal, made exclusively with traditional processes, in the UK and is known for producing some of the highest quality hand-made, bar and stemware in the world.

Situated in the picturesque town of [Ulverston](#) (16,000) on the edge of the [English Lake District](#). Cumbria is a stunningly beautiful county with World Heritage Site status & is ideal for nature lovers, walkers, cyclists, climbers and artists.

The ‘experiences’ programme has a dedicated furnace situated alongside the production furnaces. Bookings are made via the company website, participants are welcomed and briefed by shop staff; goods are generally packaged for collection, or dispatched, by support staff. During the busy pre-Christmas period additional glassmakers may be recruited to cope with demand. Currently the public are offered the option to create: Baubles; Paperweights; Pumpkins; Vases/tumblers; Hearts; Team building/group workshops; One-on-One Tuition: Half-day & Full-day options.

Responsibilities:

- *To deliver income generating glass-blowing experiences to the public.*
- *Ensure the safe delivery & smooth running of public engagement activities.*
- *Develop new experiences & schedules to support than evolving programme.*
- *Work with the marketing team to support the promotion of activities.*

- *Oversee with customer feedback, FB, Trip Advisor, etc*
- *Maintain high standards of customer experience & service.*
- *To liaise, when necessary, with staff to ensure good communication with customers.*
- *To manage additional staff during busy periods.*
- *Continuously strive towards refining your skills as a glassmaker and if requested, undertake any training identified.*
- *Practice and refine your skills to attain the level of competency required.*
- *Adhere to Health and Safety procedures and Safe Systems of Work.*
- *Awareness of quality, workmanship and maintenance issues which may affect the customer experience and report these to the Operations Manager.*
- *You may on occasion be required to work with the production blowing team.*
- *To assist with cold working if required.*
- *To assist staff with other duties during quiet periods.*
- *Charging the furnace; lighting glory holes; ensuring materials and safety equipment are available and used appropriately; preparation & maintenance of the working environment.*

Person Specification:

- *Demonstrate excellent time management, organisational skills and an ability to prioritise busy work schedules.*
- *Communicate clearly, openly and effectively with customers and colleagues.*
- *Have the passion to share the story & skills of glassmaking with the public.*
- *Ability to work independently using your own initiative and within a team.*
- *Reliable trustworthy and a good timekeeper.*
- *Attention to detail, care, patience and respect for the craftsmanship and time involved in making our products.*
- *Ability to interpret and follow instructions.*
- *Demonstrate respect and consideration towards colleagues & the public.*
- *Able to work in a high-pressure environment.*



Application or questions to: chris.blade@cumbriacrystal.com

