

## Reset: What it means for

# Red House

The Coronavirus pandemic, and the resulting financial crises means that none of us are having the year we expected. It has created permanent changes in our lives, Red House and the National Trust. The decisions and choices that have had to be made would have been unimaginable just a few months ago.

There is no denying that these changes are painful. I deeply regret that it is necessary to change roles and make some redundancies and I feel it so keenly. However, I can say with all honesty, that it is essential for the survival of the National Trust beyond the 125 years that we were to be celebrating this year. I want to thank you on behalf of the Trust, for the constructive feedback as well as your patience and understanding. Every attempt has been made to listen to feedback, whilst still making the necessary cost savings.

I know the reality and detail of these proposals will come as a shock to many. I have been working with the Red House Team since 2014 and know they are incredibly dedicated and passionate. Even in the most difficult times in the last few months, I have been blown away by the kindness, determination and resilience I have seen in them and I am so grateful to them as colleagues.

### **How things will look for us at Red House**

- Move to a pre-booked and guided model of opening, likely on reduced number of days and working towards opening from March 2021
- Closure of the Café and Shop and all staff roles in these areas
- Closure of all Visitor Welcome roles
- Operations Manager role, currently across Carlyle's House, Red House, Fenton House and 2 Willow Road, to close
- House Steward role retained and moving to standard role profile of Collections & House Officer
- Conservation Assistant role to re-locate to be based across Willow Road and Fenton House
- Gardener role retained
- House & Garden Manager role retained, picking up line management of retained role at Carlyle's House