

Case Study

Revitalising HR Practices at Sudeley Castle



SUDELEY CASTLE
& GARDENS

Client Background

Sudeley Castle, a historic gem with a thousand-year legacy of royal intrigue, stands as the only private English castle to house the tomb of a queen Katherine Parr, the last wife of Henry VIII.

Its storied walls have witnessed royal refuge during the Civil War, served as headquarters for Prince Rupert, and endured dereliction post-Cromwell's slighting, until restoration began in 1837 by the Dent brothers.

Today, under the stewardship of Elizabeth, Lady Ashcombe, and her family, Sudeley Castle continues to preserve its rich history and ongoing restoration efforts.

The Sudeley Castle Estate

The estate features 17 enchanting Cotswold holiday properties, each just a short stroll from the heart of historic Winchcombe and the iconic Sudeley Castle & Gardens. Visitors can explore the grounds, take guided tours, or rent the picturesque setting for film, photography, private parties, and weddings. The estate also hosts an array of special events throughout the year, making it a vibrant cultural hub.





The Challenge

In January 2025, Sudeley Castle contacted Tick HR Solutions, recognising the need for dedicated HR support. With no prior HR infrastructure, they required a comprehensive audit of their existing terms and conditions, employment contracts, and policies to ensure compliance and modern relevance. Given the castle's unique status, our task was to tailor documentation that accommodated diverse employment types, including full-time, part-time, and seasonal workers.

Our Approach

Tick HR Solutions embarked on a thorough review and overhaul of Sudeley Castle's HR framework. Jacqui and Holly, visited the castle to conduct on-site assessments, immersing ourselves in its historical ambiance while staying in one of its charming cottages. They met with every department head and conducted 1-2-1 conversations, building strong, trust-based relationships that gave a clear, ground-level understanding of Sudeley Castle's makeup and how best to collaborate across teams. This hands-on approach allowed us to understand the specific needs and nuances of the estate's workforce.

Note from Holly

Having previously worked in historic settings and with a strong interest in history and heritage architecture, I was genuinely excited when we received an enquiry from Sudeley Castle. I have a deep passion for English history and preserving historic buildings.

Through our HR support, we're not only helping individuals build their careers, but also playing a role in keeping places like Sudeley Castle open and thriving.

By supporting the teams behind these heritage sites, we help ensure they remain funded, maintained, and accessible for future generations to enjoy and learn from. As HR professionals, it's easy to overlook the broader impact of our work—but our role often extends far beyond people management.





Solutions Implemented

Conducted a full audit of employment contracts and policies, ensuring compliance with current regulations.

Developed tailored HR documentation to accommodate various employment types specific to the estate.

Provided strategic recommendations to enhance HR practices and support ongoing operational needs.

Outcome Tick HR Solutions successfully delivered a robust and compliant HR framework for Sudeley Castle, aligning with their unique requirements. Our partnership not only ensured regulatory compliance but also reinforced the estate's commitment to preserving its historical legacy through modern HR practices.

Sudeley Castle's collaboration with Tick HR Solutions highlights the importance of bespoke HR solutions in preserving the heritage and operational excellence of historic estates.

As custodians of history, they now stand equipped with the HR tools necessary to support their workforce, ensuring the castle's legacy continues to thrive.



