



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

Steward

Closing Date: 17/4/2024

Expected Interview Date: w/c 22/4/2024

Recruitment Reference:

HES/24/070

Salary:

£24, 454 per year (pro rata)

Pay Band:

A

Location:

Caerlaverock Castle

Line Manager:

Valerie Bennett

Contract Type:

Part year permanent

Working Hours:

- Post 1:
35 hours/week,
April-September
- Post 2:
35 hours/week,
April-October
- Post 3:
14.8 hours/week,
April-October
- Post 4:
22.2 hours/week,
April-September

Your role of Steward at Historic Environment Scotland will be a part year permanent position. The likely start date for this role is in May 2024.

Are you looking for a seasonal job that is both fun and unique? You'll get a unique view into Scotland's rich history and gain valuable experience in the tourism industry and help bring Scotland's dramatic history to life for our visitors from across the world. Explore the fascinating stories from Scotland's past and share your passion with international and local visitors who come to Caerlaverock during the season.

- Be part of a team that loves and cares for Caerlaverock Castle
- Share your passion for history and ensure our visitors enjoy a warm and welcoming experience.

Caerlaverock Castle is considered one of Scotland's finest medieval castles, with its water filled moat, towers and unique triangular shape. Nestled in beautiful landscape, it appeals to both nature and history lovers. The peaceful region of Dumfries and Galloway has many heritage attractions and you may also get the opportunity to work at some of these other sites.

Benefits of working with HES

- A generous holiday allowance of 25 days holidays + 11.5 public holidays per year (pro-rata for employees)
- A Civil Service pension which means you will receive an employer contribution of 27% of your annual salary
- Free entry to Historic Environment Scotland sites (with up to three guests) and all English Heritage, Manx and Cadw properties
- Discounts on 100's of online retailers
- Interest free loans for bicycles and annual travel passes



Overview of the role and more about my team

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. Your role of Steward sits within the Dumfries and Galloway district, and you will be actively involved in work which supports providing the best experience for our visitors. These range from greeting our visitors in the car park, carrying out cleaning and grounds maintenance duties, and selling admission tickets or processing online bookings, to selling our range of retail products or outlining the history of the site to our diverse visitor base. You will be part of a team of stewards working in a monument, led by a Monument Manager.

We are looking for someone who enjoys interacting with diverse groups of people, who has a passion for customer service and who would thrive in a fast paced and constantly changing workplace.

We have four posts we are looking to recruit into:

- Post 1: 35 hours/week, April-September
- Post 2: 35 hours/week, April-October
- Post 3: 14.8 hours/week, April-October
- Post 4: 22.2 hours/week, April-September

All of these posts are part year permanent, which means returning to the post each April. You will have zero hour contract over the winter period, and there may be a possibility of shifts during this time. Weekend working is likely. The working pattern usually involves the same set days each week, with occasional shift swaps possible.

What will my role involve and what will be my responsibilities?

Customer Service

- Process and promote retail and admissions transactions through the till system.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas. This will include grounds maintenance and grass cutting at some sites.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Provide the warmest welcome to our visitors and engage proactively with customer service.
- Deliver guided tours/talks as part of the core visitor experience.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Monument Manager on partnership and community engagement initiatives and projects, including volunteering, weddings and other events.

Commercial Awareness

- Working together with your monument team to achieve overall commercial performance targets.
- Promote commercial opportunities within the monument, such as upcoming events and retail products where appropriate.



- Assist Monument Manager to ensure accurate stock management and assist with stock ordering and deliveries as required.

Health and Safety & Compliance

- Ensure the security of the site, buildings and contents, including acting as key holder (where required).
- Monitor and comply with all H&S procedures/guidance relevant to the site.
- Follow correct procedures to ensure safe operation of all equipment.
- Ensure that the health and safety of staff, visitors and contractors is paramount at all times.
- Directing traffic within our carparks.

Knowledge, skills and experience

Essential requirements:

- Experience delivering high standards of customer service in a fast-paced environment.
- A genuine interest for working in the heritage tourism industry.
- Ability to work independently at times.
- Excellent team working skills.
- Ability to work outdoors for long periods, in all weather conditions

Desirable requirements:

- Previous experience working a PC based till.
- Knowledge of the monument(s) and surrounding area.
- Previous experience communicating to large groups of people (Guided Tours).
- Cash handling experience.
- IT skills and ability to use basic online functions.
- An existing first aid qualification, or willingness to be trained in first aid skills.



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What to expect from our recruitment process

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

As part of the application form, we are looking for you to complete a statement of competence looking at the essential and desirable requirements of the role. This is similar to a personal statement or cover letter and you'll find some hints and tips on how to complete this in the document 'How to write a Statement of Competence'. Where you wish to be considered for more than one position/location, please provide your preferences in your statement.

Once you have submitted your application form, you can expect to hear back from us by email within 14 days. Interviews will follow our competency framework, where we will ask you questions based on these five competencies:

Core Competencies:

- **Delivering excellent Service** – Demonstrating a commitment to quality services
- **Teamwork** - Contributing to and supporting working together
- **Planning and Organising** - Putting plans and resources in place to achieve results
- **Communication** - Communicating appropriately and clearly
- **Knowledge & Expertise** - Applying and developing knowledge and expertise to achieve results - (See Knowledge, Skills and Experience Section of this job description for specific criteria)

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete the online application form, or require this document in a different format, please email southrecruitment@hes.scot, quoting the job title and recruitment reference, and we will assist you.

For further information about the post, please contact **Valerie Bennett**
valerie.bennett@hes.scot

We welcome all applicants from under-represented groups within HES. We know from our equality monitoring that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our HES Gaelic Language Plan we welcome applications from Gaelic speakers.