



Relief Monument Manager, Iona Abbey and Nunnery

Closing Date: Wednesday 15 January 2025, midday

Expected Interview Date: 03/02/25 to 05/02/25

Recruitment Reference:

HES/24/253

Salary:

£27,149 pro-rata per annum
(proportional to the length of contract
and hours worked)

Pay Band:

B

Location:

Iona Abbey and Nunnery

Line Manager:

Monument Manager

Contract Type:

Part Year Permanent

Working Hours:

Four days a week on a rolling rota
including weekend working for ten
months of the year.

28 hours per week April to
September and 24 hours per week
October, November, December and
March. 0 hours January and
February.

The recurring role will be 1 March to
31 December.

Note: Accommodation is not
provided for this role.

Your role of Relief Monument Manager at Historic Environment Scotland will be a part year permanent position. The likely start date for this role is in March 2025.

Are you looking for a job that is both fun and unique? You'll get a remarkable 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 Iona Abbey.

Our manager role ensures delivery of the highest standards of visitor experience at Iona Abbey and Nunnery, working across all areas, including in the shop, admissions area and outside, with delivery of guided tours a core part of the role.

Central West is a district covering 43 sites across Argyll, Arran and Lochaber. Iona Abbey is one of its three staffed sites, and the busiest. We receive around 60,000 visitors per year and no two days are the same. We host weddings, performances and additional services at our island site. Founded by Columba in 563AD, we have an amazing collection of carved stones, standing crosses and beautiful grounds.

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 Relief Monument Manager sits within the Central West district and you will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, 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 working in the monument, supporting the 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.

Iona Abbey is open seven days a week in summer and six days in winter and you will work four days out of seven on a rolling rota. This will include weekend and public holiday working. Outdoor working will be required at times, for example when leading guided tours. This role is ten months – April to September on summer hours (7 per day) and October, November, December and March on winter hours (6 per day).

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.
- Lead 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 as part of the core visitor experience.

Staff Management

- Management, leadership and support of Visitor Operations staff to ensure delivery of the highest standards of customer service.
- Undertake staff coaching, training and development as required and follow agreed processes for any HR processes as required.
- Support the district in any recruitment activity required; including sifting applications, conducting interviews and liaising with candidates as required.
- Support and engage with district staff wellbeing and initiatives around this.

Teamwork

- Proactively communicate with colleagues across the organisation to ensure high performance, standards and consistency of the team.



- Lead your team to ensure that Customer Service Industry Standards and Quality Service Awards are maintained and participate in local action plan delivery.
- Work with 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.
- Maximise 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 including reviewing and developing risk assessments as required.
- Ensure compliance with PVG system checks (as appropriate) and follow corporate protocols for working with children, young people and vulnerable adults.

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.

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.



What to expect from our recruitment process

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

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'.

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 seven 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)

Management Competencies:

- **Achieving results** - Focusing on the delivery of objectives
- **Leading a Team/Project/Task** – Focusing on leading a Team/Project/Task or developing people.

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 centralrecruitment@hes.scot, quoting the job title and recruitment reference, and we will assist you.

For further information about the post, please contact Jane Martin, District Visitor and Community Manager, via email on jane.martin@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.