



# Front of House (Security)

**Closing Date: 10<sup>th</sup> April 2024**

**Expected Interview Date: W/C Monday 22<sup>nd</sup> April 2024**

## Recruitment Reference:

HES/24/060

## Starting Salary:

£22,954 increasing to £24,454 from 1<sup>st</sup> April 2024

## Salary Range:

£22,954 - £23,831 increasing to £24,454 - £25,331 from 1<sup>st</sup> April 2024

## Pay Band:

Band A

## Directorate:

Operations

## Location:

Bute House, Edinburgh

## Line Manager:

Scott Mungin, Front of House Team Leader

## Contract Type:

Fixed term contract for 6 months

## Working Hours:

Full time, 35 hours per week (2 dayshift, 2 nightshift, 4 days off)

Thank you for your interest in the post of Front of House/Security Staff with Historic Environment Scotland based at Bute House. This is a six month fixed term contract position and is a pensionable appointment.

As Front of House (Security) your role will be to give a 5 Star welcome to everyone who visits the First Minister's Residence.

## About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy which will be overarching strategy to which ensures we support and develop staff within the organisation.

## Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

## Our Mission

- To enhance knowledge and understanding of Scotland's historic environment.
- To protect, conserve and manage the historic environment for the enjoyment, enrichment, and benefit for everyone – now, and in the future.
- To share and celebrate our culture heritage with the world.



## Overview of the post and information about the team

As a member of the Front of House/Security Team at Bute House, you are responsible for providing a world class welcome to a variety of visitors. Given the high-profile nature of the building, you will also be responsible for the security of the building and the First Minister's Private Office, external contractors/stakeholders and Government ministers.

Please note that the posts require shift working, with cover required 24 hour a day 7 days a week. At times, this will involve working alone in the building. Staff may also be required to work overtime and shifts may be altered on occasion to provide optimum cover.

## Key responsibilities, duties and objectives

- Meet and greet a variety of visitors on arrival at Bute House
- Monitor CCTV cameras, carry out regular security patrols of the building and report security incidents to the relevant department.
- Assist with weekly fire inspections (including fire alarm tests)
- Maintenance checks of the building (panic alarm tests, checking emails, updating the diary, keeping a key register)
- General conservation care (oversee the safekeeping of the Bute House Collection, buff silverware, check furniture for damage, etc)
- Report any maintenance issues to Historic Environment Scotland's Conservation team or the relevant contractors, ensuring that Supervisor and Scottish Government Manager are made aware
- Assist with meeting and function room setup, as and when required
- Conduct Guided Tours as and when required
- First point of contact for Cabinet Ministers at weekly Cabinet Meeting

## Post Competencies

You will be assessed against these competencies during our selection process.

### **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 below for specific criteria)



## Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications as part of the selection process.

### **Essential requirements:**

- Working as part of small team
- Flexible approach to work
- Working knowledge of a visitor attraction
- Working knowledge of conducting tours
- Ability to work on your own

### **Desirable requirements:**

- Working knowledge of security
- Working knowledge of function setup



## What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition, we offer a great benefits package to our employees which includes:

- flexible working hours
- special leave
- maternity/paternity leave
- adoption leave
- childcare vouchers
- to pay for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

## Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- interest free loans for bicycles (and travel passes)
- As part of our Equalities policy, we will make any reasonable adjustments for staff when needed.

## Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

## Season tickets

You can get an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Open to all permanent and fixed-term staff.



## How to apply for this post

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.

Your application should 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.

Alternatively, you can request electronic or paper copies of the application pack by emailing [edinburghrecruitment@hes.scot](mailto:edinburghrecruitment@hes.scot) quoting the job title and recruitment reference. Please return your completed application form to the same email address or by post to Regional Office, Edinburgh Castle, Crown Square, Castlehill, EH1 2NG, to arrive by the advertised closing date.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Elizabeth Martin, Security & Control Manager: [elizabeth.martin@hes.scot](mailto:elizabeth.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 Gaelic language plan we welcome applications from Gaelic speakers.

Thank you.

Human Resources  
Historic Environment Scotland