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# Visitor Operations and Customer Service Staff Stirling Castle – Guiding Team

**Closing Date:** Wednesday 26<sup>th</sup> January 2022

**Expected Interview Date:** Early February 2022.

Interviews are anticipated to be conducted remotely.

## Recruitment Reference:

HES/21/188

## Starting Salary:

£19,800  
pro rata per annum

## Salary Range:

£19,800 - £20,751

## Pay Band:

A

## Directorate:

Operations

## Location:

Stirling Castle

## Line Manager:

Rebecca Winters  
Jennifer McGaw

## Contract Type:

Fixed term

## Working Hours:

Various – full time positions

Thank you for your interest in the post of Guide with Historic Environment Scotland, based at Stirling Castle. These are fixed term and pensionable appointments.

The post holder will be responsible for delivering the highest standards of visitor experience at Stirling Castle. You may also be expected to provide cover, assistance, and support to monuments in the Stirling Hub. The Stirling Hub includes the sites of Stirling Castle, Doune Castle, Dunblane Cathedral, Inchmahome Priory and Castle Campbell. You will be primarily based at Stirling Castle within the Guiding Team.

## 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 is an overarching strategy to ensure 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 Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.



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- The historic environment makes a broader contribution to the economy of Scotland and its people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

## Overview of the post and information about the team

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, delivering guided tours and ensuring that every visitor has an enjoyable and informative visit.

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.

## Key responsibilities, duties and objectives

### Customer Service

- Welcoming and interacting with visitors to help enhance their visit to the Castle by delivering excellent customer service and assessing their individual needs
- Using material researched by our Cultural Resources Team to be able to provide information to visitors on any areas or points of interest, and answer any questions posed by our visitors
- Once training has been given, be able to provide entertaining and informative guided tours of Stirling Castle to an international audience of all ages
- Undertake visitor focussed static duties within the Royal Apartments, the Stirling Heads' Gallery and Tapestry Exhibition
- Knowledge of Scottish History, and of Stirling Castle in particular, would be desirable although full training will be provided
- Ensure a high standard of presentation throughout the site.
- Support the team in achievement of quality assurance KPIs
- Actively support HES seminars, events, functions and promotions
- Strive to provide the warmest welcome to our visitors and engage proactively with customer service
- Converse with visitors to promote what they can experience at other HES sites that may be of interest to them

### Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency of the team.
- Work as part of a team to ensure that the Customer Service Industry Standards and Quality Services Awards are maintained and participate in local action plan delivery.

### Commercial Awareness

- Team participation to achieve agreed commercial performance targets for the monument.



## Health and Safety & Compliance

- To 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.
- Ensure that COVID secure standards of service are maintained, and compliance with our Resumption Operating Standards

## 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 below as part of the selection process.

### **Essential requirements:**

- Experience delivering high standards of customer service and a passion for working in the heritage tourism industry.
- Ability to work alone or as part of a team.

### **Desirable requirements:**

- Knowledge of Scottish History, Stirling Castle and the surrounding area
- An existing first aid qualification, or willingness to be trained in first aid skills



## 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 5 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 (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement 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 annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

## **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 receive 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. Available to all permanent and fixed-term staff.



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## 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 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 an online application form, please email [recruit@hes.scot](mailto:recruit@hes.scot), quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

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 Ross Blevins, Interpretative Events & Guiding Manager at [ross.blevins@hes.scot](mailto:ross.blevins@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