



Seasonal Admissions Assistant

Closing Date: Friday 12 April, Midday

Expected Interview Date: Week commencing 22nd April

Recruitment Reference:

HES/24/063

Salary:

£24,454 per year (pro rata)

Pay Band:

A

Location:

Edinburgh Castle

Line Manager:

Admissions Supervisor

Contract Type:

Fixed Term Contract

Working Hours:

35 hours per week, 5 days out of 7 on a 3-week rota.

Your role of Admissions Assistant with Historic Environment Scotland will be a seasonal position up until the 30th of September 2024. The likely start date for this role is in May 2024.

Are you looking for a flexible 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 Edinburgh during the season.

Edinburgh Castle is one of the most visited attractions in the UK and hosts a range of exciting events throughout the year. It is a very busy site and Castle staff take pride in representing Scottish hospitality to a diverse range of visitors.

The Admissions team operate at the front of Edinburgh Castle, welcoming visitors from all over the world. It is a large team, led by the Admissions manager and three Admissions supervisors. Roles within the team include checking tickets, promoting memberships, issuing audio tours, and managing traffic.

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

The Admissions Team aims to welcome and deliver a world class service to every visitor. All duties within Admissions involve working with people, and teamwork is crucial to our success. The role will include working in all areas of the Admissions department, both indoors and outside, from selling tickets and issuing audio guides to directing visitors and managing traffic.

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 on the Castle Esplanade, selling admission tickets or processing online bookings, promoting audio guides and memberships or answering a wide range of questions from our diverse visitor base.

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.

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

Customer Service

- Provide the warmest welcome to our visitors and engage proactively with customer service.
- Process and promote admissions transactions through the till system, selling appropriate tickets and products to visitors
- Ensure a high standard of presentation throughout the site, working with colleagues to ensure both public and staff areas are kept clean, and any maintenance requirements are reported.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support HES seminars, events, functions and promotions.

Teamwork

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

Commercial Awareness

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

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 Castle.
- 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 all vehicles entering the castle and parking on the esplanade have the appropriate approval.



Knowledge, skills and experience

Essential requirements:

- Experience delivering high standards of customer service.
- A genuine interest in working within the heritage tourism industry.
- Experience of working in a fast-paced, busy environment.
- Cash handling experience.

Desirable requirements:

- Previous experience working a PC based till.
- Knowledge of the Castle and surrounding area.
- 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/>

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 an online application form, please email edinburghrecruitment@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

For further information about the post, please contact **Caroline Stenhouse, Admissions Manager, via email at caroline.stenhouse@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.