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Monument Manager – St Andrews Castle & Cathedral

Closing Date: Wednesday 14 June, Midday

Expected Interview Date: Week Commencing Monday 26 June or Monday 3 July

Recruitment Reference:

HES/23/112

Starting Salary:

£ £23,971

This is the full-time annual salary

Salary Range:

£23,971 - £26,842

Pay Band:

B

Directorate:

Operations

Location:

St Andrews Castle & Cathedral

Line Manager:

Anne-Marie O'Reilly,
District Visitor &
Communities Manager

Contract Type:

Permanent

Working Hours:

37 hours standardised over the year, working 39hrs 30 mins Apr to Sept, working 34 hrs 30 mins Oct to March. Working on a 5 day out of 7 day flexible rota.

Thank you for your interest in the post of Monument Manager with Historic Environment Scotland, based in St Andrews. This is a permanent and pensionable appointment.

In this position, you will be responsible for leading their team in delivering the highest standards of visitor experience in the Central East district at St Andrews Castle & Cathedral working across all areas, including in the shop, admissions area and outside.

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.
- The historic environment makes a broader contribution to the economy of Scotland and its people



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- 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

Your role sits within the Central East district comprising thirty-five monuments, eight of which are staffed including St Andrews Castle and Cathedral. You will be leading a team of stewards working across the site and working with a wider team of Three Monument Managers and one Roving Manager.

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 and supporting on site colleagues to perform their best– the work includes: greeting our visitors, selling admission tickets or processing online bookings, selling our range of retail products or outlining the history of the site and the natural environment to our diverse visitor base. There is also planning activity that you will need to undertake to support the smooth operation of the monument, including roster planning, liaison with appropriate internal colleagues to support site presentation needs and undertaking core manager HR functions such as absence and performance management.

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

Staff Management

- Management, leadership and support of Operations staff at the monument 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 needed.
- 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.

Customer Service

- Processing and promotion of retail and admissions transactions through the till system.
- Ensure a high standard of presentation throughout the site, including following appropriate cleaning processes in both public and staff areas.
- Lead the team in achievement of quality assurance Key performance Indicators (KPIs).
- Actively support HES seminars, events, functions and promotions.
- Strive to ensure the site team provides the warmest welcome to our visitors and engage proactively with customer service.
- Support the delivery of Community Events on the site
- Support future Community Engagement with the local community



Teamwork

- Proactively communicate with colleagues across the organisation to ensure high performance, standards and consistency of the team.
- Lead your team to ensure that the Customer Service Industry Standards and Quality Services Awards are maintained and participate in local action plan delivery.
- Attend internal district and chair team meetings as required, and ensure proactive communication to on-site colleagues.

Commercial Awareness

- Lead your team to achieve agreed commercial performance targets for the monument.
- Maximise commercial opportunities and capitalise on income generating opportunities.
- Lead your team on accurate stock management and process stock ordering and deliveries as required.

Health and Safety & Compliance

- To ensure the security of the site, buildings and contents, including acting as key holder.
- 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 always paramount including reviewing and developing risk assessments as required.
- Ensure compliance with our Resumption Operating Standards
- Ensure compliance with PVG system checks (as appropriate) and follow corporate protocols for working with children, young people and vulnerable adults.

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)

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.



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:

- Previous experience working a PC based till.
- Knowledge of the monument and surrounding area.
- Previous experience communicating to large groups of people
- 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 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 (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



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

Please contact us if you need the job description, person specification and / or application form in an alternative format or if you require any other adjustments because of a disability. HES is committed to making reasonable adjustment and is happy to answer any questions you may have about the recruitment process in order that you can identify any adjustments that may be required.

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 Anne-Marie O'Reilly, District Visitor and Community Manager, Central East by email anne-marie.o'reilly@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