



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
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ALBA

Seasonal Retail Assistant - Edinburgh Castle

Closing Date: 5th April 2023

Interview Week: W/C 17th April 2023

Recruitment Reference:

HES/22/330a

Starting Salary:

£21,052

Salary Range:

£21,052 - £21,872

(This is the full-time, annual salary – please note you will receive a pro-rata amount based on the hours/months worked)

Pay Band:

A

Directorate:

Operations

Location:

Edinburgh Castle

Line Manager:

Alex Monaghan

Contract Type:

Full time, fixed term until 30/09/2023 (with possibility of extension or permanency)

Working Hours:

37 hours per week

Thank you for your interest in the post of Seasonal Retail Assistant with Historic Environment Scotland, based at Edinburgh Castle. This is a fixed-term and pensionable appointment.

The successful candidate will be responsible for delivering the highest standards of visitor experience in the retail outlets at Edinburgh Castle. This post includes weekend working.

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.

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
- 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 and selling and promoting a range of retail products. You will play a key role in 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

- Engage with customers helping them with their buying decisions and answering any questions to improve their enjoyment of the Castle.
- Carry out the daily operational duties of the shop as requested by the supervisor or retail management.
- Maximise trading income through selling and upselling appropriate merchandise.
- Process sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently.
- Ensure the correct pricing of stock.
- Ensure the shop is well stocked and merchandise is appropriately displayed at all times.
- Assist in the daily banking and cash conveyance as and when required.
- Ensure that high standards of shop hygiene and housekeeping are maintained at all times.
- Promote other HES sites and products that add to their visit such as guidebooks
- Comply with any Covid guidance and our own Resumption Operating Standards restrictions in place at the time.

Post Competencies

We are looking for you to complete a statement of competence looking at the below essential and desirable requirements of this role.

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.



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:

- Knowledge of Electronic Point of Sale tills systems
- Experience dealing with cash, credit transactions & end of day procedures

Desirable Requirements:

- Experience in working in a high end fast paced retail environment
- Product knowledge of alcohol, jewellery & textiles
- Language skills

Health Screening:

Given the nature and working environment of this role; a pre-employment health screening will be undertaken for the successful post holder – any offer of employment will be subject to satisfactory checks.



What we offer

We welcome applications from all nationalities, assuming that they have the right to work in the UK: applying for a job with us could open the door to a unique work environment. It will 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
- access to a free Headspace membership
- 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/>

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.

HES is committed to making reasonable adjustments 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 contact us if you need a copy of the job description, person specification and/or application form in an alternative format, or if you require any other adjustments because of a disability.

If you are unable to complete an online application form, please email edinburghregionrecruitment@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 if you have been selected for interview.

For further information about the post, please contact Alex Monaghan at: alexander.monaghan@hes.scot.

HES is committed to not only avoiding unlawful discrimination against people with protected characteristics under the Equality Act 2010, but also to positively promoting equality and doing more than equality law requires.

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.

Human Resources
Historic Environment Scotland