



# Seasonal Steward – Duff House

**Closing Date: 15/01/2025, Midday**

**Expected Interview Date: w/c 27/01/25**

## Recruitment Reference

HES/24/268

## Salary:

£24,454 per year, pro-rata  
(proportional to hours  
worked and length of  
contract)

## Pay Band

A

## Location

Duff House, Banff

## Line Manager

Emilia Hall, Monument  
Manager

## Contract Type

Fixed term contract

## Working Hours

28 hours per week, 4 days  
out of 7, weekend working  
required

Your role of Steward at Historic Environment Scotland is a seasonal position up until 30 September 2025. The likely start date for this role is in March 2025.

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 UK visitors.

You will work with colleagues to prepare the site for visitors each day and welcome visitors throughout the summer. Assisting visitors with information, entry tickets and products, you will make sure they have the best possible experience of this busy site with a rich history. You will then engage with visitors in the House and the gallery spaces, encouraging them to discover the rich and varied history of this unique site and its National Galleries of Scotland art collection.

The experienced Duff House team welcome visitors from around the globe, drawn to this William Adam mansion by its architecture, history and art collection. Visitors are eager to be informed about the House and are often excited and inspired by their experience.

## 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 100s of online retailers
- Interest-free loans for purchase of bicycles and annual travel passes



## Overview of the role and more about my team

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. Your role of Steward sits within the Grampian district, you will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors in the car park, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, selling our range of retail products or outlining the history of the site to our diverse visitor base. You will be part of a team of two stewards working in a monument, led by two Monument Managers on site.

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.

You will work two days a week including public holidays, alongside several other Stewards at this site. You may also be asked to work from time to time at other neighbouring sites in Grampian, and to attend training at other sites or locations in the Region.

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

### Customer Service

- Process and promote retail and admissions transactions through the till system.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Provide the warmest welcome to our visitors and engage proactively with customer service.
- Deliver guided tours/talks as part of the core visitor experience.

### Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Monument Managers on partnership and community engagement initiatives and projects, including volunteering, weddings and other events.

### Commercial Awareness

- Work together with your monument team to achieve overall commercial performance targets.
- Promote commercial opportunities within the monument, such as upcoming events and retail products where appropriate.
- Assist the Monument Managers to ensure accurate stock management and assist with stock ordering and deliveries as required.



## **Health and Safety & Compliance**

- 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 paramount at all times.

## **Knowledge, skills and experience**

### ***Essential requirements:***

- Experience delivering high standards of customer service in a fast-paced environment.
- A genuine interest for working in the heritage tourism industry.
- Ability to work independently at times.
- Excellent team working skills.

### ***Desirable requirements:***

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



## 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 the online application form, or require this document in a different format, please email [northrecruitment@hes.scot](mailto:northrecruitment@hes.scot), quoting the job title and recruitment reference, and we will assist you.

For further information about the post, please contact Emilia Hall, Monument Manager, on [Emilia.hall@hes.scot](mailto:Emilia.hall@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.