



2 x Castle Steward

Closing Date: 15/01/25

Expected Interview Date: Week commencing 27/01/25

Recruitment Reference:

HES/24/230

Salary:

£24,454.00 pro rata, per annum (this is proportional to number of hours worked)

Pay Band:

A

Location:

Urquhart Castle

Line Manager:

Joshua Graham
Visitor Experience Officer

Contract Type:

Part Year Permanent

Working Hours:

April to September:
Post 1401: 22.7h/week
Post 1402: 30.3h/week

Some weekend working required.

You are welcome to join us for the Recruitment Open Days at Urquhart Castle on 5th & 6th January (10:00 – 15:30) where you can learn more about the roles available, meet current staff and hear the benefits we offer to our team. Please book your place by emailing openday.vo@hes.scot

Your role of Castle Steward with Historic Environment Scotland will be a part year permanent position up until 30th September. 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 local visitors who come to Urquhart Castle during the season.

The post holder will be responsible for delivering the highest standards of visitor experience at Urquhart Castle. This role will primarily involve working as part of our Castle Guiding Team; delivering talks to visitors, working within our visitor experience areas and assisting with the mooring of visiting boats.

Benefits of working with HES

- A generous holiday allowance of 25 days holidays + 11.5 public holidays per year (pro-rata for part time 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 Guiding Team works to provide all aspects of the visitor journey within the castle and is responsible for delivering a world-class visitor experience. This includes a diverse range of activities from passing on castle/historical information to visitors, maintaining exhibition areas, presenting the film show and the object handling stations, and assisting in managing events of various sizes. You will be part of a team of stewards working at Urquhart Castle, led by our Operations 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.

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, assistance and information to our visitors and engage proactively with customer service to maximise visitor experience.
- Engage and assist with visitors who may require use of wheelchairs, lifts or the mobility vehicle.
- Develop existing knowledge of the castle's history and share this with visitors.
- 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).
- Process and promote retail and admissions transactions through the till system.
- Operate our visitor engagement points, such as the film show and object handling stations
- Actively support HES seminars, events, functions and promotions.
- Deliver guided tours/talks as part of the core visitor experience.
- Oversee the commercial and private boat mooring on the pontoon and pier.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Assist with procedures such as ensuring signposting visitors, setting up barriers and crowd control on ceremonial occasions.

Commercial Awareness

- Working together with your Castle Team to achieve overall commercial performance targets.
- Assist with functions out with the Castle opening hours, such as escorting guests to their venue and signposting to areas where necessary.
- Accurately complete and submit daily financial paperwork within the specified timescale.



- Ensuring that all administration is completed accurately and timeously, including absence reports, annual leave requests and training.

Health and Safety & Compliance

- Ensure the security of the site, buildings and contents, including acting as key holder (where required).
- Implement correct closedown procedures, ensuring site is clear of visitors and apartments secure.
- Monitor and comply with all H&S procedures/guidance relevant to the site, including fire duties.
- 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.
- Subject to weather conditions, contribute to severe weather procedures, including snow clearing
- Become part of First aid team for the site.

Knowledge, skills and experience

Essential requirements:

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

Desirable requirements:

- Previous experience communicating to large groups of people (Guided Tours).
- 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 or require this application in a different format, please email northrecruitment@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 Iris Young via email on iris.young@hes.scot or Egle Tamulyte on egle.tamulyte@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.