



# Stewards – Scottish Borders

**Closing Date: 14 January 2024**

**Expected Interview Date: 26 January 2024 – 02 February 2024**

## Recruitment Reference:

HES/23/327

## Salary:

£21,452 per year (pro rata)

## Pay Band:

A

## Location:

Various

## Line Manager

Monument Manager

## Contract Type:

Part Year Permanent

## Working Hours:

Various posts – see job description for more detail.

Your role of Steward at Historic Environment Scotland will be a Part Year Permanent position with hours up to 30<sup>th</sup> September 2024 the likely start date for this role is in March 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 during the season.

You can work at one of the following attractions:

- **Jedburgh Abbey** – Local landmark with Romanesque and early gothic architecture.
- **Melrose Abbey** – Burial place of the Heart of Robert the Bruce.
- **Dryburgh Abbey** – a romantic rural ruin and final burial place of Sir Walter Scott and Earl Haig.
- **Hermitage Castle** – One of the most sinister and atmospheric castles in Scotland.

The Scottish Borders is home to some fantastic and unique attractions, the iconic Border Abbeys in Melrose, Jedburgh and Dryburgh alongside the atmospheric Hermitage Castle.

Together these attracted around 80,000 visitors in 2023.

## 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

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 Scottish Borders district, you will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, supporting community and educational engagement, 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 stewards working in a monument, led by a Monument Manager.

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.

Working pattern of available posts:

- **Roving Steward** – 37 hours per week (5 out of 7 days) this post requires the successful candidate to cover all the Border sites covering annual leave and absence. Travel required.
- **Melrose Abbey** – 18 hours per week (3 out of 7 days).
- **Jedburgh/Dryburgh Abbey** – 31.6 hours per week (4 out of 7 days). This post is split between two abbeys.
- **Jedburgh/Dryburgh Abbey** – 23.7 hours per week (3 out of 7 days). This post is split between two abbeys.
- **Hermitage Castle** – 23.7 hours per week (3 out of 7 days).

Weekend and public holiday working will be expected.

## 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. This will include grounds maintenance and grass cutting at some sites.
- 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.
- Prepare the boats and transport visitors to and from the site.

### Teamwork

Historic Environment Scotland – Longmore House, Salisbury Place, Edinburgh, EH9 1SH  
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 VAT No. GB 221 8680 15

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

### **Commercial Awareness**

- Working 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 Monument Manager 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 (where required).
- 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.
- Safely operate the boats (and undertake required training) and in accordance with Inland Waters Small Passenger Boat Code (if required).
- Perform banksperson duties (if required).

## **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 skills.
- Experience of operating boats (not essential as training is provided if required for role).
- Banksperson experience (if required).



## 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 [southrecruitment@hes.scot](mailto:southrecruitment@hes.scot) quoting the job title and recruitment reference, and we will assist you.

For further information about any of the posts, please contact Michael Kay – District Visitor and community Manager – Scottish Borders, via email [Michael.kay@hes.scot](mailto:Michael.kay@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.