



HISTORIC
ENVIRONMENT
SCOTLAND

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Steward (Huntly Castle and Balvenie Castle x 3)

Closing Date: Wednesday 29 March, midday

Expected Interview Date: w/c 10th April 2023 – interviews are anticipated to be conducted in person.

Recruitment Reference:

HES/22/333a

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:

Huntly Castle and Balvenie Castle

Line Manager:

Huntly Castle Monument Manager

Contract Type:

Seasonal, fixed term appointment

Working Hours:

Role 1: 37.0hrs/week
April-September

Role 2: 14.8hrs/week
April-September

Role 3: 22.2hrs/week
June-August

Thank you for your interest in the post of steward with Historic Environment Scotland, based at Huntly Castle and Balvenie Castle in the Grampian district. These are fixed term and pensionable appointments.

The post holder will be responsible for delivering the highest standards of visitor experience at the two sites working across all areas, including in the shop, admissions areas and outside, with delivery of information to visitors a core part of the role.

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
- 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, selling admission tickets or processing online bookings, selling our range of retail products or outlining the history of the site to our varied visitor base.

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

Customer Service

- Process retail and admissions transactions through the till system following appropriate compliance processes.
- Promote our products to visitors (including our membership product and relevant retail offers).
- Ensure a high standard of presentation throughout the site, including following appropriate cleaning processes in both public and staff areas.
- Actively support Historic Environment Scotland (HES) seminars, events, functions, and promotions.
- Strive to provide the warmest welcome to our visitors and engage proactively with all visitors throughout their visit.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance standards and consistency within the team.
- Work as part of a team to ensure that the Quality Service Awards are maintained and participate in local action plan delivery.
- Attend and contribute to relevant team meetings.
- Support the Monument Manager with regular compliance checks (as required)

Commercial Awareness

- Support the site team to achieve agreed commercial performance targets for the monument.
- Maximise commercial opportunities at your site and support district commercial opportunities.
- Assist the Monument Manager (MM) to ensure accurate stock management and assist with 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 (where required).



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- Monitor and comply with all health and safety 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 through following site specific procedures and risk assessments.
- Follow lone working processes appropriately (as required)
- Report any maintenance or safety issues requiring attention to the relevant Works Manager (WM) and Monument Manager (MM).

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)

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:

- Passion for delivering the highest standards of customer service.
- Ability to work alone or as part of a team.

Desirable requirements:

- Previous experience working a PC based till or willingness to undertake training.
- Previous experience delivering guided tours/talks to groups.
- Knowledge of the monument(s) and surrounding area.
- Cash handling experience or willingness to undertake training.
- IT skills and the 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, 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:

Historic Environment Scotland – Longmore House, Salisbury Place, Edinburgh, EH9 1SH
Scottish Charity No. SC045925
VAT No. GB 221 8680 15



- 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/>

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 recruit@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 of the outcome of your application.

For further information about the post, please contact Sian.Evans@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.

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.

Thank you.

Human Resources
Historic Environment Scotland