



Steward

Closing Date: Wednesday 21 February, Midday

Interview date: Week commencing 4th March

Recruitment Reference:

HES/24/013

Salary:

£22,954 per annum (pro-rata - dependent on hours worked/length of contract)

Pay Band:

Band A

Location:

Urquhart Castle

Line Manager:

Iris Young, Operations Manager or Egle Tamulyte, Commercial Manager

Contract Type:

Part Year Permanent

Working Hours:

1 x Full-time hours (35 hours per week April - September)

1 x Part-time hours (24 hours per week April – September, 21 hours per week in October)

Urquhart Castle is recruiting and is offering the opportunity to apply for Stewarding roles within the Castle grounds. There are currently two positions available (one full-time hours and one part-time hours) due to start in April 2024 throughout the summer season. This is a Part Year Permanent position, which means that you can return to your post every year.

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, gain valuable experience in the tourism industry and help bring Scotland's dramatic history to life for our visitors from around 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 working across all areas, including in the shop, admissions areas and outside within the car park and castle.

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 Urquhart district, you will be actively involved in work which supports providing the best experience for our visitor, including: greeting our visitors in the car park, carrying out cleaning and grounds maintenance, 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 stewards working at Urquhart Castle, led by our Commercial and Operations Managers.

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

- 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.
- Assistance in the mooring of boats to the site (full training will be provided).
- Support the team in achievement of quality assurance Key Performance Indicators.
- Actively support HES seminars, events, functions and promotions.
- Provide the warmest welcome to our visitors and engage proactively with customer service.

Teamwork

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

Commercial Awareness

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



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.

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, quoting the job title and recruitment reference, and we will assist you.

For further information about the post, please contact Egle Tamulyte, via email on egle.tamulyte@hes.scot or Iris Young on iris.young@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.