



# Seasonal Monument Manager – Tolquhoun Castle

**Closing Date: Wednesday 15<sup>th</sup> January 2025, Midday**

**Expected Interview Date: Wednesday 29<sup>th</sup> January 2025**

## Recruitment Reference:

HES/24/238

## Salary:

£27,149 per year, pro-rata (proportional to hours worked)

## Pay Band:

Band B

## Location:

Tolquhoun Castle

## Line Manager:

Graham Smith, District Visitor & Community Manager

## Contract Type:

Part-Year Permanent

March-30<sup>th</sup> September

## Working Hours:

35 hours per week  
Wednesday – Sunday  
0900 – 1700  
0 Hours per week after  
30<sup>th</sup> September

Your role as Monument Manager will be a part-year permanent position until 30 September 2025. The likely start date for this role is March 2025.

Are you looking for a flexible seasonal job that is both fun and unique? You'll get an insight 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 Tolquhoun Castle during the season.

As the Monument Manager, you are responsible for the staff, visitors, and contractors working on the site. You ensure a safe, enjoyable and inspiring visit for everyone, and will find that visitors truly appreciate the special nature of the site and are overwhelmingly enthusiastic and excited by their experience.

Tolquhoun Castle is a charming historic site nestled in rolling farmland near Tarves and Pitmedden. Visitors appreciate it for its interesting history, its location tucked away among trees and fields, and its particularly calm atmosphere. Visitors love visiting this site and enjoy sharing their pleasure.

## Benefits of working with HES

- A generous holiday allowance of 25 days holidays + 11.5 public holidays per year (pro-rata in line with hours/length of contract)
- 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

You will lead a full-time steward working at the site.

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 and supporting on site colleagues to perform their best. This includes greeting our visitors, selling admission tickets or processing online bookings, selling our range of retail products and outlining the history and the natural environment to our diverse visitor base. You will need to undertake planning activity to support the smooth operation of the monument, including roster planning, liaison with appropriate internal colleagues to support site presentation needs and undertaking core manager HR functions such as absence and performance management.

Our team lead on the delivery of visitor experiences, community engagement and commercial activities working with our wider team to deliver an efficient and well-prioritised conservation and operational asset management service, creating an excellent experience for visitors and enriching local communities now, and for generations to come.

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 constantly changing workplace.

The site is open Wednesday – Thursday from 1 April to 30 September, and in 2025 opening hours will be 1000 – 1630, with last entry at 1530. The site is open on public holidays that fall on its open days. You will usually work alongside the Steward on site, but at times lone working will be required, and travel to other sites and locations in the area will be required for initial training and occasional training opportunities throughout the season.

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

### Staff Management

- Management, leadership and support to staff at the monument to ensure delivery of the highest standards of customer service.
- Undertake staff coaching, training and development as required and follow agreed processes for any HR processes as needed.
- Support the district in any recruitment activity required: including sifting applications, conducting interviews and liaising with candidates as required.

### Customer Service

- Processing and promotion of retail and admissions transactions through the till system.
- Ensure a high standard of presentation, including following appropriate cleaning processes in both public and staff areas.
- Lead the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Strive to ensure your team provides the warmest welcome to our visitors and engage proactively with customer service.
- Support existing and future Community Engagement with the local community.



### **Teamwork**

- Proactively communicate with colleagues across the organisation to ensure high performance, standards and consistency of the team.
- Lead your team to ensure our service standards are maintained and participate in local action plan delivery.
- Attend internal district and chair team meetings as required and ensure proactive communication to on-site colleagues.

### **Commercial Awareness**

- Lead your team to achieve agreed commercial performance targets for the monument.
- Maximise commercial opportunities and capitalise on income generating opportunities.
- Lead your team on accurate stock management and process stock ordering and deliveries as required.

### **Health and Safety & Compliance**

- To ensure the security of the two sites, 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 always paramount including reviewing and developing risk assessments as required.
- Ensure compliance with PVG system checks (as appropriate) and follow corporate protocols for working with children, young people and vulnerable adults.

## **Knowledge, skills and experience**

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

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

### ***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 form can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, alongside 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 seven 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)

### Management Competencies:

- **Achieving results** - Focusing on the delivery of objectives
- **Leading your team** - Leading and developing people

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 [northrecruitment@hes.scot](mailto: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 **Graham Smith, District Visitor and Community Manager**, via email on [graham.smith@hes.scot](mailto:graham.smith@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.