



Admissions Assistant (Edinburgh Castle)

Closing Date: Wednesday 13th March 2024, midday

Expected Interview Date: Week commencing 1st April 2024

Recruitment Reference:

HES/24/027

Starting Salary:

£22,954 per annum

Salary Range:

£22,954 - £23,831 per annum

Pay Band:

A

Directorate:

Operations

Location:

Edinburgh Castle

Line Manager:

Admissions Supervisor

Contract Type:

Permanent

Working Hours:

37 hours per week working on a 3 week rota

Thank you for your interest in the post of Admissions Assistant with Historic Environment Scotland based at Edinburgh Castle. This is a full time, permanent and pensionable appointment.

The Admissions team operates at the front of the Castle, welcoming visitors from all over the world. It is a large team, led by the Admissions Operations Manager and three Admissions Supervisors. Roles within the team include checking tickets, promoting memberships, issuing audio tours, and managing traffic.

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

Edinburgh Castle is one of Scotland's most popular visitor attractions. The Admissions team aims to welcome and deliver a world class service to every visitor. All duties within Edinburgh Castle Admissions involve working with people, and teamwork is crucial to our success. The role will include working in all areas of the Admissions department, **both indoors and outside**, from selling tickets and issuing audio guides to directing visitors and managing traffic.

As noted above, we are recruiting for a full-time position. The team operates on a 3-week rota, working a 7.4-hour day.

Key responsibilities, duties and objectives

- Provide a world class welcome and direct visitors as appropriate upon their arrival at Edinburgh Castle.
- Sell appropriate tickets and products to all walk-up visitors.
- Ensure all vehicles entering the castle and parking on the esplanade have the appropriate approval.
- Ensure the security and safety of visitors, whether arriving on foot or by car, and any other activity taking place on the esplanade throughout the day.
- Ensure all group visitors to the castle are welcomed and their access into the castle is managed as efficiently and effectively as possible, providing additional information as appropriate.
- Provide information on other Historic Environment Scotland sites and services available to visitors.
- Process sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently.



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:

- Excellent customer service skills
- Experience of working in a fast-paced, busy environment
- Cash handling experience



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:

- 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.



How to apply for this post

You can apply online 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 or require this document in a different format, please email edinburghrecruitment@hes.scot, quoting the job title and recruitment reference, and we will assist 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 Caroline Stenhouse, Admissions Operations Manager, via email at caroline.stenhouse@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.

Human Resources
Historic Environment Scotland