



Seasonal Visitor Services Assistant, Edinburgh Castle

Closing Date: Monday 31st October 2022

Recruitment Reference:

HES/22/158

Starting Salary:

£19,800 per annum

Pay Band:

A

Directorate:

Marketing & Engagement

Location:

Edinburgh Castle

Line Manager:

Various

Contract Type:

Fixed term until 31 October 2022 (with possibility of extension or permanency)

Working Hours:

37 hours per week, 5 days out of 7 (including weekends).

Thank you for your interest in the post of Seasonal Visitor Services Assistant with Historic Environment Scotland, based at Edinburgh Castle. This is a fixed term and pensionable appointment.

You will be responsible for providing excellent service to visitors and enhancing their experience of the castle. This post includes weekend working.

Please be aware this is an ongoing recruitment campaign which will be held open until 31st October 2022 for available roles at Edinburgh Castle. You will be held on a waiting list and contacted regarding interview dates as roles become available.

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.



Key responsibilities, duties, and objectives

Edinburgh Castle is the most popular paid visitor attraction in Scotland. You will be responsible for providing excellent service to visitors and enhancing their experience of the castle. This post includes weekend working.

Visitor Services Assistants are required in three areas within the castle:

Admissions

- 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 the visitor, whether arriving on foot, by bus 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.

Guiding

- Welcome and assist visitors on their way around the castle.
- Work on both indoor and outdoor posts throughout the castle.
- Oversee the security, cleanliness, and tidiness of the various apartments throughout opening hours.
- Knowledge of Scottish history and of the castle would be advantageous, although training will be given.
- Develop existing knowledge of the castle's history and share this with visitors.
- Conduct guided tours of Edinburgh Castle.
- Manage visitor flow and report any issues to Senior Guide/Duty Manager.

Retail

- Carry out the daily operational duties of the shop as requested by the supervisor or retail management.
- Maximise trading income through selling and upselling appropriate merchandise.
- Process sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently.
- Ensure the correct pricing of stock.
- Ensure the shop is well stocked and merchandise is appropriately displayed at all times.
- Assist in the daily banking and cash conveyance as and when required.
- Ensure that high standards of shop hygiene and housekeeping are maintained at all times.



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:

- Interest in and knowledge of Scottish history.
- Excellent customer service skills.
- Experience of working in a fast-paced, busy environment.
- A working knowledge of the visitor attractions sector.

Desirable requirements:

- Familiarity with Edinburgh Castle's operation and layout.
- Experience of conducting guided tours.
- Language skills.
- Cash handling experience.



What we offer

We welcome applications from all nationalities, ensuring 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 could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 5 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
- 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.



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

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 ciara.rafferty@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.

Thank you.

Human Resources
Historic Environment Scotland