



## Cultural Venue Operations Apprentice

**Closing Date:** Wednesday 10<sup>th</sup> May 2024, Midday

**Expected Interview Dates (online):** Tuesday 28<sup>th</sup> and Wednesday 30<sup>th</sup> May 2024

**Expected Start Date:** Monday 1<sup>st</sup> July 2024

**Recruitment Reference:** HES/24/085

**Are you interested in tourism, history, and customer service?**

**Are you interested in a unique, diverse, and exciting role in Scotland's most popular paid visitor attraction?**

**Do you want to earn money while you learn and work towards a SCQF Level 6 Diploma in Cultural Venue Operations Modern Apprenticeship Qualification?**

### Who are Historic Environment Scotland?

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.

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

### Apprenticeship Overview

**Directorate:** Operations

**Team:** Stirling Castle Visitor Operations Team

**Apprenticeship Role:** Cultural Venue Operations

**Salary:** £24,454

**Qualification:** Diploma in Cultural Venue Operations

**Apprenticeship Duration:** 24 months

**Working Hours:** 35 hours per week (on a rolling rota, will include weekend working)

**Location:** Stirling Castle

**Line Manager:** James Connelly – Retail Manager

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



## All about the team

The Stirling Castle team pride themselves on delivering first class visitor service. We welcomed over 500,000 visitors to the castle last year, visitors from many countries who are all looking for a unique experience. It is the role of our collective team to enhance the experience for each visitor as well as promoting our historic environment. You will use the skills and experience gained to help us deliver an ongoing high-class service and exceed our visitor expectations.

*You can learn more about Stirling Castle and what the site has to offer by visiting our website*

[Stirling Castle: History | Historic Environment Scotland | HES](#)

You will work with our Visitor Operations team to gain skills and experience as you work toward your qualification. Visitor Operations is primarily split between three teams, **Admissions, Guiding and Retail**. You will also spend time with the Stirling Castle Events team, assisting in the planning and implementation of an onsite function. This will provide you with the opportunity to gain valuable hands-on experience working closely with experienced professionals who will guide you through various tasks and projects. This is an excellent opportunity for individuals who are looking to start their career and gain practical knowledge.

## What will I be doing?

The main part of your apprenticeship will see you will work towards gaining a qualification of a **Diploma in Cultural Venue Operations at SCQF level 6**. You will complete the required coursework whilst working within the Visitor Operations team.

As a Modern Apprentice, you will rotate between each visitor operations team, spending three months with each team in order to gather as much experience of each role as you can. As previously stated, you will also work with our onsite events team (this will not be on the same rotational basis as previously mentioned)

No two days are ever the same in cultural operations, however the following provides an insight into the basic roles of each team.

### **Admissions**

- Provide a world class welcome and direct visitors as appropriate upon their arrival at Stirling 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 or in a vehicle, and any other activity taking place on the esplanade throughout the day.
- Using our till system, process sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently. One to one training will be provided on all ticket office procedures.



## Retail

- Carry out the daily operational duties of the shop as necessary such as stock replenishment and handling, ensuring goods are priced correctly and light housekeeping duties.
- Consistently provide a Five Star visitor experience by adhering to the HES visitor service standards policy
- Be familiar with our stock and ranges and enthusiastically introduce to our visitors.
- 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.

## Guiding

- Provide assistance and information in a friendly manner to maximise visitor experience
- Develop existing knowledge of the castle's history and share this with visitors
- Conduct guided tours of Stirling Castle
- Ensure the security and cleanliness of apartments and look after their contents during opening hours.
- Implement correct closedown procedures, ensuring the site is clear of visitors and the apartments are secure

We can also provide opportunities for additional training. There is a wide range of training available within Historic Environment Scotland, this can include Exceeding Visitor Expectations training, Promoting our Product training, Emergency First Aid training as well as many other courses.

No previous experience of working within a visitor attraction or in a historic building or museum is needed. All training is provided, and you will be supported in the workplace in all aspects of the role. You will also have access to the HES mentoring scheme, should you wish to take part.

## **What we are looking for?**

### Historic Experience

No previous experience of working within a visitor attraction or in a historic building or museum is needed. All training is provided, and you will be supported in the workplace in all aspects of the role. You will also have access to the HES mentoring scheme, should you wish to take part.

### Qualification

A qualification at Scottish Credit and Qualifications Framework ([SCQF](#)) **Level 5** (National 5 or other equivalent qualification) in English and Maths is essential for this position.

***Please note, this is an apprenticeship training position, so we are looking for someone with no previous experience and will discount applicants who have a relevant SCQF Level 9 qualification in this area (e.g., a degree).***



## Qualities

We are looking for someone who:

- Can demonstrate they have a desire to work in fast – paced visitor environment
- Has excellent communication skills and enjoys working with a range of people
- Can organise their own time and work independently when required
- Is passionate about delivering first class customer service

A love of history and some previous experience in working with Microsoft Office (Word and Outlook/email) as well as with computerised tills would be desirable, although training will be provided.

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)

The above qualities can be demonstrated through an academic project, volunteering, work experience, or through a hobby.



## What does the recruitment process look like?

*Please contact us by email at [recruit@hes.scot](mailto:recruit@hes.scot) or call 0131 651 6810 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. We are committed to making reasonable adjustments, supporting flexible working arrangements and are happy to answer any questions you may have about the recruitment process.*

You can apply for this exciting opportunity online through our website – the link can be found on the last page of this document.

Your application will ask for some personal details such as name, address and contact information, as well as information regarding any previous work experience and any qualifications you have.

You will be asked to complete a Statement of Competence. This statement should be no more than 1000 words and should outline how you meet the 'Qualifications and Qualities' required from the **'What are we looking for'** section.

Once this advert closes, we will look at the applications and decide who we would like to interview – we would hope to have this completed within two weeks of the closing date.

If you are invited to interview, you will be asked to complete a skill and knowledge-based interview, which is sometimes referred to as a competency-based interview. The questions you will be asked will be to further what you have stated in your Statement of Competence and experiences and we will ask for you to answer questions on the above skills and qualities (competencies). The questions will be provided to you one week before the interview takes place.

More information can be found on how to answer a competency-based interview question in our Guidance for Applicants document which can be found on our website in the same section as this document. You can also learn more about our competencies by reading our competency framework – also available on our website.



## What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and 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 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
- 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/>

Please email us at [recruit@hes.scot](mailto:recruit@hes.scot) or call 0131 651 6810 quoting the job title and recruitment reference if you need the job description 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 adjustments 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.

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 James Connelly on [james.connelly@hes.scot](mailto:james.connelly@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.

We are committed to not only avoiding unlawful discrimination against people with protected characteristics under the Equality Act 2010, but also to positively promoting equality and doing more than equality law requires. We are an accredited Carer Positive employer and Disability Confident employer.

Thank you.

Human Resources  
Historic Environment Scotland