



# Castle Guide, Edinburgh Castle x 3

**Closing Date: 22/09/21**

**Expected Interview Date: w/c 04/10/21**

## Recruitment Reference:

HES/21/110

## Starting Salary:

£19,800 per annum

## Salary Range:

£19,800 - £20,751 per annum

## Pay Band:

A

## Directorate:

Commercial & Tourism

## Location:

Edinburgh Castle

## Line Manager:

Emma Bowie

## Contract Type:

Permanent

## Working Hours:

37 (rota'd) hours per week

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

As a Guide at Edinburgh Castle, you will be responsible for providing excellent service to visitors and enhancing their experience of the castle.

## 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 the most popular paid visitor attraction in Scotland. The Guiding team works to provide all aspects of the visitor journey within the castle and is responsible for delivering a world-class visitor experience. This includes a diverse range of activities from providing guided tours, passing on castle/historical information to visitors, maintaining exhibition areas and assisting in managing events of various sizes.

## Key responsibilities, duties and objectives

You will provide information, assistance and deliver guided tours whilst also ensuring visitor safety at Edinburgh Castle. The duties are detailed below:

- 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 Edinburgh Castle
- Ensure the security and cleanliness of apartments and look after their contents during opening hours. Report any suspicious activity or behaviour to Senior Guides/Duty Manager
- Ensure visitor safety throughout the working day and prevent any damage to the castle
- Implement correct closedown procedures, ensuring site is clear of visitors and apartments secure
- Engage with visitors who may require use of wheelchairs, lifts or the mobility vehicle
- Manage visitor flow and report any issues to Senior Guide/Duty Manager
- Manage vehicle access inside the castle
- Assist with procedures on ceremonial occasions
- Assist with functions outwith castle opening hours
- Provide information on other Historic Environment Scotland sites and services available to visitors
- Carry out First Aid duties

## 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

**Desirable requirements:** Familiarity with Edinburgh Castle's operation and layout



## 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 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.



## 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](mailto: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 [emma.bowie@hes.scot](mailto:emma.bowie@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