



Roving Steward, to be based at Doune Castle, Near Stirling (FK8 3RA) or Huntingtower Castle, Near Perth (PH1 3JL)

Closing Date: Wednesday 15 January 2025, midday

Expected Interview Date: Likely to be weeks commencing 31/01/2025 or 03/02/2025

Recruitment Reference:

HES/24/250

Salary:

£24,454 pro-rata per annum (proportional to the length of contract and hours worked)

Pay Band:

A

Location:

Can be based either at Doune Castle or Huntingtower Castle. The post covers a number of sites, so travel is necessary.

Line Manager:

Liam Robertson, Roving Manager

Contract Type:

Part Year Permanent (Apr-Sep annually)

Working Hours:

Average 4 days x 7hrs (28 hrs) per week Apr-Sep, 0 hours Oct-Mar

To include weekends and public holidays

Your role of Roving Steward in Historic Environment Scotland's Central Mid District is a part year permanent position working an average of 4 days a week (28 hours per week April-September and 0 hours for the rest of the year). See 'Overview of the role and more about my team' for further information on working hours.

You will be responsible for delivering the highest standards of visitor experience across sites in the Central Mid District. Reasonable agreed travelling is expected to cover sites within Stirling District, Clackmannanshire, Perth and Kinross, and potentially further afield. A pool car may be available for this purpose.

Are you looking for a flexible, fun and unique role? You'll get an exceptional view into Scotland's rich history and gain valuable experience in the tourism industry, helping to 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 sites within Central Scotland during the season.

The post sits within the Mid District of the Central Region's Visitor and Community (V&C) Team. The district is comprised of twenty-six properties, of which ten are staffed, including Doune Castle, Dunblane Cathedral, Castle Campbell, Elcho Castle, Huntingtower Castle, Inchmahome Priory, Lochleven Castle, Meigle Sculptured Stone Museum, Stanley Mills and St Serf's Church. You will be part of a team of stewards working across these properties and potentially others within the neighbouring East District (i.e. you will principally cover sites in Stirling District, Perth & Kinross, Clackmannanshire, and may be asked to cover Fife and potentially, but not usually, Angus).



If working at Inchmahome Priory or Lochleven Castle, your duties may develop to include transporting visitors by boat to the island and operating a generator and water pump to ensure the island toilets remain working.

You will support the teams at the properties in the Mid District by covering absences such as annual leave etc. The role therefore offers variety and makes a meaningful contribution to Scotland's tourism industry and local economy by enabling the properties to open their published hours, as well as encouraging visits beyond the typical tourism destinations to the rural areas.

Benefits of working with HES

- A generous holiday allowance of 25 days holidays + 11.5 public holidays per year (pro-rata for employees)
- 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 100's of online retailers
- Interest free loans for bicycles and annual travel passes

Overview of the role and more about my team

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. Your role of Roving Steward sits within the Central Mid district. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, explaining what there is to see and do (both at our properties and more locally), carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, promoting our range of retail products or outlining the history of the site to our diverse visitor base. You will be part of a team of three Roving Stewards led by our Roving Manager, Liam Robertson.

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 fast paced and constantly changing workplace. You should be happy to be remotely managed, as like you, the Roving Manager works at a variety of sites. You should be organised and capable of forward planning.

There is no typical day for the Roving Team, however you will work an average of 7 hours a day. Following the transition from a 37 to a 35 hour week, our properties have a number of different working patterns, with, for example, the team at Huntingtower, Elcho and St Serfs working 9:30am-5pm with a 30 minute unpaid break and Inchmahome and Lochleven working 9:15am-5pm with a 45 minute break. There is some degree of flexibility, as long as the Monument Manager of the property you are working at is content our opening hours can be delivered and our processes completed during the timeframe you have committed to.

As the role supports Scotland's tourism industry, our properties may operate 7 days a week, meaning candidates should be prepared to work weekends and public holidays. Ideally you should be flexible, as this helps us to balance staff welfare and a consistent level of service.

As duties at some properties may include litter picking and other duties in the open air, the role will appeal to those who like working outdoors as well as indoors.

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

Customer Service

- Process and promote retail and admissions transactions through the till system.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas. This will include litter picking.
- Support the team to achieve quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Provide the warmest welcome to our visitors and engage proactively with customer service.
- Deliver guided tours/talks as part of the core visitor experience.
- Support in the delivery of wedding ceremonies and photography (currently Huntingtower Castle).
- Prepare the boats and transport visitors to and from the mainland to the island if working at Inchmahome Priory or Lochleven Castle (TBC).
- Deliver guided tours/talks (currently a regular ask at St Serf's Church) or creative conversations to enhance the visitor experience.
- Support our volunteer programme (currently Stanley Mills).

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Relief and Monument Manager on partnership and community engagement initiatives and projects, including wedding photography and other events.

Commercial Awareness

- Working together with your monument teams to achieve overall commercial performance targets.
- Promote commercial opportunities within the monuments, such as upcoming events and retail products where appropriate.
- Assist Managers to ensure accurate stock management and assist with stock ordering and deliveries as required.

Health and Safety & Compliance

- Ensure the security of the monuments, buildings and contents, potentially including acting as key holder.
- Monitor and comply with all H&S procedures/guidance relevant to the sites.
- Follow correct procedures to ensure safe operation of all equipment.
- Ensure that the health and safety of staff, visitors and contractors is paramount at all times.
- Safely operate the boats (and undertake required training) to complete relevant processes to ensure that visitor and staff safety is paramount.



Knowledge, skills and experience

Essential requirements:

- Experience delivering high standards of customer service in a fast-paced environment.
- Ability to forward plan work schedule.
- A genuine interest for working in the heritage tourism industry.
- Ability to work independently at times and to be managed from a distance (owing to roving role).
- Excellent team working skills.
- A clean driving licence or an ability to travel independently to get to sites around the District, some of which may not be served by public transport.

Desirable requirements:

- Previous experience working a PC based till.
- Knowledge of the properties and surrounding area.
- Previous experience communicating to large groups of people (creating conversations).
- 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 skills.
- Experience of operating boats is desirable, but not essential as training is provided (if you are undertake this duty at either Inchmahome Priory or Lochleven Castle).

What to expect from our recruitment process

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/> 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'.

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 five 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)

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 the online application form, or require this document in a different format, please email centralrecruitment@hes.scot, quoting the job title and recruitment reference, and we will assist you.



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For further information about the post, please contact Liam Robertson, Roving Manager, by email at liam.robertson@hes.scot or telephone on 07778 593 895. If Liam is out of the office, please email our District Visitor and Community Manager, Joyce Kitching at joyce.kitching@hes.scot or phone Joyce on 0777 553 5452.

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.