



# Steward – Doune Castle, Near Stirling FK8 3RA

**Closing Date: Wednesday 15 January 2025, midday**

**Expected Interview Date: Weeks commencing 31/01/2025 or 03/02/2025 (TBC)**

## Recruitment Reference:

HES/24/248

## Salary:

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

## Pay Band:

A

## Location:

Doune Castle

## Line Managers:

Shona Menzies and Catherine  
Mason, Monument Managers

## Contract Type:

Part Year Permanent and Fixed  
Term

## Working Hours:

2 Part Year Permanent  
Vacancies and 1 Fixed Term:

1. 5 days x 7h (35h) per week  
(Apr-Sep), 0 hours Oct-Mar
2. 5 days x 5h (25h) per week  
(Jun-Aug), 0 hours Sep-May
3. Fixed term: 5 days x 3h15m  
per week (16.3h/week) Apr-Sep,  
5 days x 3h (15h) 1-13 Oct

To include weekends and public  
holidays

Your role of Steward at Historic Environment Scotland's Doune Castle will either be one of 2 part year permanent positions (35 hours per week April-September or 25 hours per week June-August and 0 hours for the rest of the year) or a fixed term position (16.3 hours per week April-September and 15 hours per week 1-13 October). See 'Overview of the role and more about my team' for further information on working hours/patterns).

Are you looking for a flexible seasonal job that is both fun and unique? You'll get an exceptional view into Scotland's rich history and gain valuable experience in the tourism industry and help 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 Doune Castle during the season.

This role is based at Central Mid District's flagship site, therefore you will make a meaningful contribution to Scotland's tourism industry and local economy by encouraging visits beyond the typical tourism destinations to the rural areas.

Doune Castle attracts visitors who are interested in its film/TV heritage (principally Outlander, Monty Python and the Holy Grail, Outlaw King and Game of Thrones), as well as its history. Doune Castle employs a team of around 20 stewards, who may witness rather unusual behaviour, such as visitors 'cantering' around the courtyard to the clatter of coconuts.

Reporting to the Monument Managers, the team sits within the Mid District of the Central Region's Visitor and Community (V&C) Team. The district is comprised of twenty-six monuments, of which ten are staffed (including Doune Castle). Other staffed properties within the District include Castle Campbell, Dunblane

Cathedral, Elcho Castle, Huntingtower Castle, Inchmahome Priory, Lochleven Castle, Meigle Sculptured Stone Museum, Stanley Mills and St Serfs Church.

## 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 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 in the car park, explaining what there is to see and do (both within the Castle and more locally), carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, selling 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 around twenty stewards led by Doune Castle's two onsite Managers, Shona Menzies and Catherine Mason.

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.

Team members working a 7-hour shift generally work from 8:45am to 5:09pm or from 9:15am until 5:39pm. They have an hour's unpaid lunch break. The Part Year Permanent (Jun-Aug) post starts at 12:39pm and finishes at 5:39pm. The Fixed Term post is a lunch cover position meaning you would typically start around 11:30am and finish at 2:45pm April-September and start at 11:30am and finish at 2:30pm 1<sup>st</sup>-13<sup>th</sup> October. As these roles support Scotland's tourism industry, the property is open 7 days a week, meaning candidates should be prepared to work weekends and public holidays. Ideally you should be flexible, enabling rolling days off, as this helps us to balance staff welfare and a consistent level of service. As duties at Doune Castle include litter picking and other duties in the open air, the role will appeal to those who like variety and working outdoors as well as indoors. The post holders may be asked to work at other Historic Scotland properties in the locality.

## 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.

### **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 team to achieve overall commercial performance targets.
- Promote commercial opportunities within the monument, 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 site, buildings and contents, potentially including acting as key holder.
- Monitor and comply with all H&S procedures/guidance relevant to the site.
- 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.
- Perform banksperson duties in the car park.

## **Knowledge, skills and experience**

### ***Essential requirements:***

- Experience delivering high standards of customer service in a fast-paced environment.
- A genuine interest for working in the heritage tourism industry.
- Ability to work independently at times.
- Excellent team working skills.

### ***Desirable requirements:***

- Previous experience working a PC based till.
- Knowledge of the monument(s) 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.
- Banksperson experience.



## What to expect from our recruitment process

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.

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'. Where you wish to be considered for more than one position, please provide your preferences in your statement. There are 3 different posts available at Doune Castle:

Post No	Contract Type	Working hours (average/wk)	Duration	Average working days/week	Anticipated hours of work
1	Part Year Permanent	35	Apr – Sep	5 days x 7h	0915 - 1739
2	Part Year Permanent	25	Jun - Aug	5 days x 5h	1239 - 1739
3	Fixed Term (Apr-13 <sup>th</sup> Oct)	16.3	Apr – Sep	5 days x 3h	1130 - 1445
		15	1 <sup>st</sup> – 13 <sup>th</sup> Oct	5 days x 3h	1130 - 1430

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](mailto:centralrecruitment@hes.scot), quoting the job title and recruitment reference, and we will assist you.

For further information about these posts, contact Catherine Mason and Shona Menzies, Monument Managers, by email at [catherine.mason@hes.scot](mailto:catherine.mason@hes.scot); [shona.menzies@hes.scot](mailto:shona.menzies@hes.scot) or telephone 01786 842 862.

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



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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.