



Quality Services Assistant

Closing Date: Wednesday 10 January 2024 (Midnight)

Expected Interview Date: w/c 22nd January 2024

Recruitment Reference:

HES/23/347

Starting Salary:

£25,649 pro rata per annum

Salary Range:

£25,649 - £28,721 pro rata per annum

Pay Band:

Band B

Directorate:

Marketing and Engagement

Location:

Longmore House, with option of hybrid working available, and flexibility to use other HES office locations as a base e.g. Fort George, Inverness & Engine Shed, Stirling

Line Manager:

Lynsey Maxwell, Quality Services Officer

Contract Type:

Permanent

Working Hours:

37 hours per week

Thank you for your interest in the post of Quality Services Assistant with Historic Environment Scotland, based at Longmore House in Edinburgh with the option of hybrid working available, and flexibility to use other HES office locations as a base such as Fort George, Inverness & Engine Shed, Stirling. This is a permanent and pensionable appointment.

This role offers exciting opportunities to build relationships across the organisation and beyond, acting as the main point of contact for internal colleagues and external suppliers relating to our Quality Assurance programmes. You will work alongside a variety of colleagues and teams to support and promote various functions that enhance the visitor experience at our properties in care. You will also provide essential insights into visitor feedback, based on survey data and analysis, which helps shape the organisation's approach to customer service standards.

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 it's 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

This post sits within the Quality Services team within the wider Experience Team and reports to the Quality Services Officer. The Experience team sits within the Marketing and Engagement Directorate, and is responsible for maintaining and improving the quality of our visitor experiences (primarily at our Properties in Care), through planning and delivering a variety of activities, programmes, products and projects, including events, exhibitions, interpretive products, training and quality assurance. The Experience group includes the Interpretation Team, Events Team, Temporary Exhibitions and Quality Services.

The Quality Services team has responsibility for developing our approach to visitor service and experience measurement and delivery; ensuring staff receive training, support and equipment required to deliver world class service which exceeds our visitors' expectations; and working with external suppliers to measure and recognise the quality of service.

You will work closely with the wider Experience team, the Marketing & Engagement Directorate and the Operations Directorate, engaging with and supporting teams across the organisation looking for information regarding Mystery Visits, VisitScotland Quality Assurance and any other relevant reporting. You will provide administrative support for the Quality Services Officer and Quality Services Manager, collating and analysing information and data received to produce analysis reports.

This role requires travel and may include overnight stays or travel to remote locations.

Key responsibilities, duties and objectives

- Work with the Quality Services Officer to prepare monthly reports from our Visitor Survey; calculating average scores, summarising appropriate comments and organising distribution to teams on agreed frequency. Pulling data from our consultation tool into spreadsheet format. Responsibility for any additional data entry required to prepare results for analysis with excellent attention to detail. To support with data analysis as requested by Line Manager and providing any administrative support with the building and maintenance of the survey consultation tool
- Review all Mystery Visits, VisitScotland Quality Assurance reports and any other relevant Quality Assurance reports – proof-reading all reports for accuracy; liaising with site teams and raising queries direct with suppliers; creating post-visit action plans and insights; providing regular overview reports on sentiment for use within the Quality Services team; distribution of all reports and action plans. Entering all data into spreadsheet format to monitor timescales and scores
- Work with Quality Services Officer and Quality Services Manager to scope and set up new process to upload actions to PICAMs. Responsible for ongoing work

uploading actions as they arise and supporting teams with ensuring these are completed and closed off as appropriate

- Administration and support of onsite and online training / induction events through venue booking, sourcing equipment, liaising with trainers, pre-course communication, attendance registration, post-course evaluation, and on-the-day assistance
- Provide admin support and any ad hoc tasks associated with the trainer Quality Assurance process
- Setting Peer Review schedule – keeping track of visits and collating reports as required: creating and uploading action plans: undertaking on-site reviews in a support capacity
- Act as Document Centre Superuser and having main responsibility for ensuring all documentation relating to the work of the team is uploaded and saved in the correct location in a timely manner
- Attend meetings alongside QSO and QSM as and when required, including representing the Quality Services team as and when appropriate, including travelling to and attending District Team Meetings to provide updates and answer questions on Quality Services activity
- Attend site visits to assist Quality Services Officer and Quality Services Manager as and when required
- Undertake financial duties for the Quality Services team such as raising Purchase Orders, receipting invoices, liaising with suppliers, and keeping accurate and timely records
- Responsible for Association of Visitor Attractions (ASVA) pass distribution, keeping records of allocation, dealing with and resolving any queries, setting up the online feedback form each year and providing analysis from results
- Act as key point of contact for HES staff and supplier with regards to Quality Barometer website (or any similar application). Arrange, collate and upload agreed internal reports. Support Line Manager with any development requirements and any distribution of reports or communications
- Produce clear and concise communications to colleagues, using excellent communication skills
- Maintaining positive working relationships with internal and external stakeholders through clear communication, positive engagement and strong attention to detail
- Assist Line Manager and Quality Services Manager in the delivery of all programmes
- Any other ad hoc work as requested by Line Manager

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:

- A passion for customer service, and proven excellent customer service skills
- Ability to use initiative and take ownerships of tasks
- Experience of communicating effectively both in writing and verbally to achieve positive results
- Excellent attention to detail and quality control
- Experience of working with Excel (or similar) to enter and analyse data with accuracy and insight
- Experience in using Office 365 applications (or similar – e.g. emails, Word)
- Experience of working in a fast-paced environment, balancing and prioritising competing tasks
- Experience of working with people to achieve positive results
- Experience of problem solving and driving improvements

Desirable requirements:

- Experience of working in the Visitor Attractions sector
- Experience of supporting training or event delivery
- Understanding of Quality Assurance programmes (such as Mystery Visits, VisitScotland Quality Assurance)
- Experience with finance systems and processes
- Experience in planning, management of processes and reporting



What we offer

We welcome applications from all nationalities, assuming 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 will 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
- access to a free Headspace membership
- 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/>

We are looking for you to complete a statement of competence looking at the essential and desirable requirements of this role. 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 Hayley Shiells, Quality Services Manager: Hayley.shiells@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.

Human Resources
Historic Environment Scotland