



Steward – Doune Castle, Near Stirling FK8 3RA

Closing Date: Noon on 06/03/24

Expected Interview Date: 19/03/24

Recruitment Reference:

HES/24/047

Salary from 01/04/24:

£22,954 per year (pro rata)

This is the full-time annual salary – please note you will receive a pro rata amount based on the hours/months worked

Pay Band:

A

Location:

Doune Castle

Line Manager:

Shona Menzies

Contract Type:

- 1 X 7 month (Apr-Oct) Fixed Term with possible 5 month extension
2. 1 X Full time Permanent

Working Hours (based on 35 hr week from 01/04/24):

Average 5 days x 7hrs (35 hrs) per week

To include weekends and public holidays

There are two full time steward positions available at Historic Environment Scotland's Doune Castle. One is permanent, the other a fixed term post (April-October inclusive with the possibility of extension for another 5 or 6 months). The likely start date for these roles is March 2024 (subject to pre-employment checks).

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 Doune Castle during the season.

This role is based at Central Mid District's flagship site therefore the successful candidate 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 team of around 20 stewards may witness unusual behaviour, such as visitors 'cantering' around the courtyard to the clatter of coconuts.

Reporting to the Monument and Relief Manager, the team sits within the Mid District of Central Regions 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, Meikle 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 our Relief Manager, Catherine Mason, and Monument Manager, Shona Menzies.

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.

Whilst Doune Castles permanent staff currently work annualised hours (more hours in summer and less in winter), they hope to trial new rotas with the aim of improving wellbeing. You will work an average 5 days/35 hours a week. Summer shifts are likely to start from 8:45am and finish at 5:39pm or 4:33pm and winter from 8:45am-4:30pm.

As the role supports 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, 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 holder 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.

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.



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/location, please provide your preferences in your statement. There are two full time posts available at Doune Castle: one is a permanent all-year post, the other is fixed term from April-October inclusive, with the possibility of extension into winter. Both work an average of 35 hours a week.

See paragraph 3 of the section entitled '**Overview of the role and more about my team**' for more information on potential working hours. Please state which post you would prefer and if this is the Fixed term post, please note that winter work is not guaranteed.

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.

For further information about the post, please contact Catherine Mason and Shona Menzies by email at catherine.mason@hes.scot and 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 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.