



# Visitor Events Assistant

**Closing Date: Wednesday 16 October 2024, midday**

**Expected Interview Date: Week commencing 28 October 2024**

## Recruitment Reference:

HES/24/198

## Starting Salary:

£27,149 pro rata per annum

## Salary Range:

£27,149 - £30,221 pro rata per annum

## Pay Band:

B

## Directorate:

Marketing and Engagement

## Location:

Longmore House

## Line Manager:

Shona Burns, Assistant  
Visitor Events Manager

## Contract Type:

Fixed term until 30 June  
2025

## Working Hours:

Part time – 19.3 hours per week out of 7 days. This will include daytime, evening, weekend and bank/public holiday work.

Thank you for your interest in the post of Visitor Events Assistant (part time) with Historic Environment Scotland, based at Longmore House. This is a fixed term and pensionable appointment.

You will assist the Events Team in all aspects of developing, planning and delivering events across the Historic Scotland estate, including attendance at events.

## 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

The Historic Environment Scotland (HES) Events Team develops and delivers a pan-estate programme of visitor events across the [Properties in Care](#). The events range in scale from the 10,000 attendee Spectacular Jousting at Linlithgow Palace, through outdoor theatre and musical performances, to re-enactment and living history events. As Visitor Events Assistant you will provide administrative support to the team and will respond to a range of requirements.

The Visitor Events Team sits within the larger Experience service group, part of the Marketing and Engagement Directorate. The team comprises of 4 staff: 1 x Visitor Events Manager, 1 x Assistant Visitor Events Manager and 2 Visitor Events Assistants (including part time roles).

The role is primarily office-based and you will work at our Edinburgh office. During the events season the role includes working on site at events, the majority of which take place at weekends.

A full driving licence is essential as the role will involve travelling to and working at sites across the Historic Scotland estate, which will include overnight stays and short periods away from home, as well as working outdoors, in any weather, for long periods.

## Key responsibilities, duties and objectives

- Support the Visitor Events Team with the creative development, organisation and delivery of an annual events programme (including small-scale public performances) staged across the estate.
- Support the Visitor Events Team by undertaking a range of administrative tasks including monitoring events mailbox, maintaining spreadsheets and maintaining accurate, up-to-date files in the Document Centre (SharePoint).
- Support the Visitor Events Team in logistical arrangements including making travel arrangements and ensuring equipment is delivered to and collected from sites.
- Manage phone calls and correspondence.

- Undertake financial administration tasks, such as raising purchase orders, setting up suppliers, maintaining budget trackers, procurement and contract administration,
- Taking guidance from Visitor Events Manager and Assistant Visitor Events Manager to source suppliers, obtain quotes and confirm bookings.
- Issue contracts on behalf of HES.
- Contribute to the delivery of marketing materials by proof-reading and sourcing images (from HES image database) etc.
- Ensure that, within legislation and Historic Scotland guidance, all relevant health and safety documentation/ arrangements are in place as required for events or other activities which fall within the remit of this role.
- Work as part of an event team at events across the country, including working out of office hours e.g. evenings, weekends and public holidays.
- Set up, take down and maintain event equipment. This includes delivery to and collection of equipment from sites by vehicle where necessary.
- Carry out any other duties and tasks as may reasonably be required by the Assistant Visitor Events Manager or Visitor Events Manager.

Please note we review and adjust job descriptions to incorporate changes/other duties, as required by the needs of the changing needs of organisation.

## 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:***

- Possession of a current, full UK driving licence (as there will be a requirement to travel to and work at sites across the Historic Environment Scotland estate)
- Ability to work on own initiative
- Excellent team player
- Excellent communication skills, both written and verbal, and experience of written communication with the public and colleagues
- Experience of working in a busy, delivery-driven operational team
- Excellent organisational abilities and administrative experience
- Experience of undertaking financial administration tasks
- High level of computer literacy including working knowledge of Microsoft Outlook, Word, Excel and use of the internet
- Willingness to work outside for long periods

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

- Knowledge of Historic Environment Scotland's estate
- Experience of administering work programmes that involve liaison with multiple departments and contractors
- Previous experience of working in an events environment
- Knowledge of relevant Health and Safety legislation

### ***Qualifications & Professional Memberships:***

- A recognised qualification in leisure, heritage or tourism field – Desirable
- A recognised qualification in event management – Desirable



## 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/>

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 Shona Burns, Assistant Visitor Events Manager via email at [shona.burns@hes.scot](mailto:shona.burns@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