



Castle Guide

Closing Date: 15 January 2025, midday

Expected Interview Date: From Week Commencing 03 February 2025

Recruitment Reference:

HES/24/265

Salary:

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

Pay Band:

A

Location:

Stirling Castle

Line Manager:

Ross Blevins,
Interpretative Events &
Guiding Manager

Contract Type:

Fixed Term Appointment
from 1 April 2025 until 31
March 2026

Working Hours:

35 hours per week, 5 out
of 7 days and will include
weekend working

Your role of Castle Guide with Historic Environment Scotland will be a fixed term appointment up until 31 March 2026. The likely start date for this role is in April 2024.

Are you looking for a flexible seasonal job that is both fun and unique? You'll get a unique 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 Stirling Castle during the season.

Our castle guides are the connection between the monument's history, the visitor and the monuments future. We educate and provide information to enhance the visitors experience, helping them to make the most of their visit to the castle.

Stirling Castle was the 'key to the kingdom.' Likened to a 'huge brooch' that clasps the Highlands to the Lowlands. Stirling Castle is steeped in history having served as a royal residence, military garrison, prison and fortress. With links to the turbulent lives of William Wallace, Robert the Bruce, Mary Queen of Scots and Bonnie Prince Charlie. It's the historical past of the site that makes it an interesting and exciting place to work.

Peaking as the preferred royal residence during 1500s, the Great Hall is the largest banqueting hall ever built and today still host spectacular events.

Stirling Castle still has a strong military connection, with the former headquarters for the Argyll Sutherland Highlands now the regimental museum housed in the King's Old Building. Due to this connection various military parades and gun salutes take place on selected dates within the castle calendar, assisted by castle staff, this can make each day different.



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

The Guiding Team works to provide all aspects of the visitor journey within the castle and is responsible for delivering a world-class visitor experience. This includes a diverse range of activities from passing on castle/historical information to visitors, maintaining exhibition areas and assisting in managing events of various sizes.

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. You will be actively involved in work which supports providing the best experience for our visitors.

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.

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

Customer Service

- Provide the warmest welcome, assistance and information to our visitors and engage proactively with customer service to maximise visitor experience.
- Engage with visitors who may require use of wheelchairs, lifts or the mobility vehicle.
- Develop existing knowledge of the castle's history and share this with visitors.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support HES seminars, events, functions and promotions.
- 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.
- Assist with procedures such as ensuring signposting visitors, setting up barriers and crowd control on ceremonial occasions.

Commercial Awareness

- Working together with your Castle Team to achieve overall commercial performance targets.



- Assist with functions out with the Castle opening hours, such as escorting guests to their venue and signposting to areas where necessary.

Health and Safety & Compliance

- Ensure the security of the site, buildings and contents, including acting as key holder (where required).
- Implement correct closedown procedures, ensuring site is clear of visitors and apartments secure.
- 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 in working in the heritage tourism industry.
- Ability to work independently at times.
- Excellent team working skills.
- Interest in and knowledge of Scottish history.

Desirable requirements:

- Previous experience communicating to large groups of people (Guided Tours).
- Knowledge of the Castle and surrounding area.
- 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.

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 an online application form, please email centralrecruitment@HES.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

For further information about the post, please contact Ross Blevins, Interpretative Events & Guiding Manager via email at ross.blevins@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 HES Gaelic Language Plan we welcome applications from Gaelic speakers.