Monument Manager, Lochleven Castle (Kinross). Role includes boat operation

Closing Date:

**Recruitment Reference:**

HES/23/015

**Starting Salary:** £23,571

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

**Salary Range:** £23,571 - £26,442

**Pay Band:** B

**Directorate:** Operations

**Location:** Lochleven Castle

**Line Manager:**

Joyce Kitching, District Visitor and Community Manager

**Contract Type:**

Part Year Permanent Appointments available (to include weekends)

**Working Hours:**

**Lochleven Castle:**

April to September: 37 hours/week (7 hour 24 mins x average 5 days out of 7); Mid to end March and October: 32 hours/week (6 hour 24 mins x average 5 days out of 7)

19/2/23 midnight

**Expected Interview Date:**

**week commencing 27/02/23**

Thank you for your interest in the post of Monument Manager with Historic Environment Scotland, based at Lochleven Castle. This is a part year permanent and pensionable appointment.

The post holder will be responsible for delivering the highest standards of visitor experience Lochleven Castle, working across all areas, including in the shop, admissions area and outside. A core aspect is ensuring safe passage of visitors to and from the mainland and Castle Island, ensuring the whole team adheres to the relevant health and safety procedures.

**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

You will lead a team of five stewards working across the site and work with a wider team of another five Monument Managers, and one Roving Manager. The team sits within the Mid District of Central Region’s Visitor and Community (V&C) Team. The district is comprised of thirty-one monuments, of which ten are currently staffed including Lochleven Castle. Other staffed properties within the district include Castle Campbell, Doune Castle, Dunblane Cathedral, Elcho Castle, Huntingtower Castle, Inchmahome Priory, Meigle Sculptured Stone Museum, Stanley Mills and St Serf’s Church.

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 and supporting on site colleagues to perform their best. This includes: greeting our visitors, selling admission tickets or processing online bookings, selling our range of retail products, boat operation and outlining the history of the site and the natural environment to our diverse visitor base. You will need to undertake planning activity to support the smooth operation of the monument, including roster planning, liaison with appropriate internal colleagues to support site presentation needs and undertaking core manager HR functions such as absence and performance management.

Your duties will include transporting visitors by boat to Castle Island on Loch Leven, adhering to boat operation standards and using equipment such as a water pump to ensure the island toilets remain working. You are responsible for ensuring this is done in a safe manner by your team and yourself.

The V&C team, lead on the delivery of visitor experiences, community engagement and commercial activities. It is within our Operations Directorate. This is a newly created Directorate that will strengthen our regional footprint and brings together under one directorate, delivery of many of HES’ activities at a regional and local level across Scotland.

The directorate is responsible for delivering an efficient and well-prioritised conservation and operational asset management service, creating an excellent experience for visitors and enriching local communities now, and for generations to come.

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.

Key responsibilities, duties and objectives

**Staff Management**

* Management, leadership and support of V&CS staff at the monument to ensure delivery of the highest standards of customer service.
* Undertake staff coaching, training and development as required and follow agreed processes for any HR processes as needed.
* Support the district in any recruitment activity required: including sifting applications, conducting interviews and liaising with candidates as required.
* Support and engage with district staff wellbeing and initiatives and responses to COVID-19.

**Customer Service**

* Processing and promotion of retail and admissions transactions through the till system.
* Ensure a high standard of presentation throughout the site, including following appropriate cleaning processes in both public and staff areas.
* Lead the team in achievement of quality assurance Key performance Indicators (KPIs).
* Actively support HES seminars, events, functions and promotions.
* Strive to ensure the site team provides the warmest welcome to our visitors and engage proactively with customer service.
* Support in the delivery of wedding ceremonies and photography
* Support safe passage of visitors to and from the mainland and Castle Island, ensuring the whole team adheres to the relevant health and safety and boat operation procedures
* Support existing and future Community Engagement with the local community

**Teamwork**

* Proactively communicate with colleagues across the organisation to ensure high performance, standards and consistency of the team.
* Lead your team to ensure that the Customer Service Industry Standards and Quality Services Awards are maintained and participate in local action plan delivery.
* Attend internal district and chair team meetings as required and ensure proactive communication to on-site colleagues.

**Commercial Awareness**

* Lead your team to achieve agreed commercial performance targets for the monument.
* Maximise commercial opportunities and capitalise on income generating opportunities.
* Lead your team on accurate stock management and process stock ordering and deliveries as required.

**Health and Safety & Compliance**

* To ensure the security of the site, buildings and contents, 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 always paramount including reviewing and developing risk assessments as required.
* Ensure compliance with our Resumption Operating Standards.
* Safely operate the boat (and undertake the required training) to ensure that visitor and staff safety is paramount.
* Undertake regular boat safety checks as required
* Ensure compliance with PVG system checks (as appropriate) and follow corporate protocols for working with children, young people and vulnerable adults.

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)

Management Competencies:

* Achieving results - Focusing on the delivery of objectives
* Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

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:***

* Experience delivering high standards of customer service and a passion for working in the heritage tourism industry.
* Ability to work alone or as part of a team.

***Desirable requirements:***

* Previous experience working a PC based till.
* Knowledge of the monument(s) and surrounding area.
* Previous experience of communicating to groups of people.
* 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.
* Experience of operating boats is desirable, but not essential as training is provided.

What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also 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
* 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 applying for this post 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.

We are looking for you to complete a statement of competence looking at the essential and desirable requirements of this role. This 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 your statement of competence online form, please email argyllslodgingadmin@hes.scot, quoting the job title and recruitment reference, and we will arrange for the appropriate paperwork to be sent to you.

Please contact us if you need the job description, person specification and / or application form in an alternative format or if you require any other adjustments because of a disability. HES is committed to making reasonable adjustment and is happy to answer any questions you may have about the recruitment process in order that you can identify any adjustments that may be required.

HES is committed to not only avoiding unlawful discrimination against people with protected characteristics under the Equality Act 2010, but also to positively promoting equality and doing more than equality law requires.

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](https://www.historicenvironment.scot/archives-and-research/publications/publication/?publicationId=e4f2bd45-fbb2-457e-b5a9-ad19014dfcea) 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.

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 Joyce Kitching, District Visitor & Community Manager for Central Mid – joyce.kitching@hes.scot or 0777 553 5452. Please entitle your email ‘Vacancy – Lochleven’ and if possible, mark it ‘Important’.

Thank you.

Human Resources

Historic Environment Scotland