



Monument Manager, Glasgow Cathedral

Closing Date: Monday 03 June 2024, midday

Expected Interview Date: Wednesday 26 June 2024

Recruitment Reference:

HES/24/094

Starting Salary:

£27,149 pro rata per
annum

Salary Range:

£27,149 - £30,221
pro rata per annum

Pay Band:

Band B

Directorate:

Operations

Location:

Glasgow Cathedral

Line Manager:

Laura Millar, District
Visitor and
Community Manager

Contract Type:

Full time, Permanent

Working Hours:

35 hours per week,
year-round (5 days out
of 7, including
weekends)

Thank you for your interest in the post of Monument Manager with Historic Environment Scotland, based at Glasgow Cathedral. This is a permanent pensionable appointment.

This is an exciting opportunity to take on a leadership role at one of our busiest sites. Glasgow Cathedral is the most complete medieval cathedral on the Scottish mainland- built in the 1100s, the Cathedral drew countless pilgrims to the shrine of St Mungo. Today, the Cathedral receives almost 500,000 visitors per year, and is situated within the historic precinct- operating closely alongside a host of other heritage attractions.

The post holder will be responsible for managing a team of 10+ stewards to deliver the highest standards of visitor experience at Glasgow Cathedral - working across all areas, including in the shop and welcome space with delivery of an outstanding visitor experience forming a core part of the role. The post holder will also be the on-site face of HES, and the ability to build positive working relationships with Church of Scotland and other partners will be critical.

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

This post sits within the Glasgow & Strathclyde district comprising 6 staffed monuments including Rothesay, Bothwell and Dumbarton Castles. You will be part of a team of 7 Monument Managers working at sites across the district, led by the District Visitor and Community Manager.

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 – ranging from: carrying out cleaning and site presentation duties, supporting donation income or processing online bookings, to selling our range of retail product and outlining the history of the site to our diverse visitor base. You will be leading outreach to stakeholders within the local community- helping us form strong relations with those who live and work alongside us.

Key responsibilities, duties and objectives

Team and Community Relationship Management

- Management, leadership and support of V&C Operations 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.
- Act as the on-site contact for HES and in collaboration with the DVCM, build and maintain productive relationships with community partners.
- Support the organisation of community led events on site.

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.
- Lead the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Ensure the site team provides the warmest welcome to our visitors and engage proactively with customer service.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the District Visitor and Community Manager on partnership and community engagement initiatives and projects, including volunteering, weddings and other events.

- 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

- 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.
- Lead your team on accurate stock management and process stock ordering and deliveries as required.

Health and Safety & Compliance

- 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 paramount at all times including reviewing and developing risk assessments 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 in a fast-paced environment, and a passion for working in the heritage tourism industry.
- Ability to work independently at times.
- Excellent team working skills.
- Ability to engage with local community stakeholders relevant to the monument.
- Ability to lead a team in delivering excellent customer service.

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.
- 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 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/intranet/> (INTERNAL).

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 Laura Millar – District Visitor and Community Manager, Glasgow & Strathclyde – via email on laura.millar@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