



# Steward

**Closing Date: Wednesday 15<sup>th</sup> January 2025, midday**

**Expected Interview Date: 26<sup>th</sup> January to 2<sup>nd</sup> February**

## Recruitment Reference:

HES/24/272

## Salary:

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

## Pay Band:

A

## Location:

Inchcolm Abbey

## Line Manager:

Iain Donaldson,  
Monument Manager

## Contract Type:

Part year permanent

## Working Hours:

14 hours per week April to September, 12 hours in October, hours worked over 2 days. 0 hours November to March

This will include working at weekends and on public holidays

Your role of Steward at Historic Environment Scotland will be a part year permanent position up until the end of October 2025. The likely start date for this role is April 2025, though there may be some days for training before April, which will be confirmed in due course.

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 Inchcolm Abbey during the season.

Come and work at this charming island in the middle of the River Forth, arriving at your work everyday by boat. Your role will include assisting with landing of passenger boats on the piers at Inchcolm, working inside and out and maintaining the presentation of the Abbey and visitor areas. You will be working within a team of 6 people led by a Monument Manager, this site sits within the Central East District and there may be opportunities to work at other sites within Fife such as Dunfermline Abbey, Aberdour Castle or St Andrews Castle & Cathedral.

The Augustinian canons settled at Inchcolm in the early 1100s, to enjoy the island's peace and isolation. But Inchcolm's Firth of Forth location also made it a target and raids were common during the wars in the 14<sup>th</sup> & 15<sup>th</sup> Century. The Reformation would bring monastic life to an end after 1560, but not for the wildlife who make Inchcolm their home. So what stories can you tell about Monastic Life, do you know where is the best place to view puffins, also can you advise the best way to get to the tunnel during gull breeding season?

## 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 East 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, 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 stewards working in a monument, led by a Monument Manager.

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.

Working 2 days over a 7 day period, it will involve a degree of flexibility and weekend working can also be expected.

## 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 grounds maintenance and grass cutting at some sites.
- Support the team in achievement of 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 introduction talks as part of the core visitor experience.
- Prepare the piers and assist with landing of the passenger ferries, ensuring safe passage of the visitors of the piers.

### Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Monument Manager on partnership and community engagement initiatives and projects, including volunteering, weddings 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 Monument Manager 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, including acting as key holder (where required).
- 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.
- Safely operate around the piers, ensure pier checks are carried out, undertake Pier Safety training, onsite training with Boat Operators.

## **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 (Guided Tours).
- 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 working in a marine environment

## **What to expect from our recruitment process**

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>

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'.

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](mailto:centralrecruitment@hes.scot) quoting the job title and recruitment reference, and we will assist you.

For further information about the post, please contact Iain Donaldson, Monument Manager via email on [iain.donaldson@hes.scot](mailto:iain.donaldson@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.