



# Admissions Assistant (Full Time)

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

**Expected Interview Date: From week commencing 3<sup>rd</sup> February 2025**

## Recruitment Reference:

HES/24/254

## Salary:

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

## Pay Band:

A

## Location:

Stirling Castle

## Line Manager:

Eilidh McQuillian /  
David Mylan, Admissions  
Supervisor

## Contract Type:

Part year permanent

## Working Hours:

Full time (35 hours per  
week) for 26 weeks, 0 hours  
for the rest of the year

5 days out of 7 on a rolling  
rota (including weekends  
and public holidays)

Your role of Admissions Assistant with Historic Environment Scotland will be a part year permanent position up until September 2025. The likely start date for this role is in April 2025. For the rest of the year (i.e. the winter season), the role will be 0 hours.

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.

This post sits within the admissions team at Stirling Castle, working closely with members of the castle's retail and guiding teams, to deliver a seamless visitor experience across the castle. The role will involve duties such as selling tickets and promoting memberships, greeting visitors and working in the car park.

Stirling Castle is the second most visited attraction within the Historic Environment Scotland portfolio, welcoming 526,864 visitors in 2023/24. You will have a key role to play in ensuring that we continue to deliver a high-quality visitor experience, as well as achieving our commercial targets.

## 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 Admissions Team aims to welcome and deliver a world class service to every visitor. All duties within Admissions involve working with people, and teamwork is crucial to our success. The role will include working in all areas of the Admissions department, both indoors and outside, from selling tickets and issuing audio guides to directing visitors and managing traffic.

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: greeting our visitors in the car park, carrying out housekeeping duties, selling admission tickets or processing online bookings, promoting our range of retail products or outlining the history of the site to our diverse visitor base.

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 to our visitors and engage proactively with customer service.
- Process and promote admissions transactions through the till system, selling appropriate tickets and products to visitors
- Ensure a high standard of presentation throughout the site, following appropriate housekeeping processes in both public and staff areas.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).

### Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.

### Commercial Awareness

- Working together with your Castle Team to achieve overall commercial performance targets.
- Promote commercial opportunities within the Castle, such as upcoming events and retail products where appropriate.

### Health and Safety & Compliance

- Ensure the security of the site, buildings and contents, during visitor opening hours.
- Monitor and comply with all H&S procedures/guidance relevant to the castle.
- 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.
- Ensure all vehicles entering the castle and parking on the esplanade have the appropriate approval.



## Knowledge, skills and experience

### **Essential requirements:**

- Experience delivering high standards of customer service.
- A genuine interest in working within the heritage tourism industry.
- Experience of working in a fast-paced, busy environment.
- Cash handling experience.

### **Desirable requirements:**

- Previous experience working a PC based till.
- 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.
- A valid UK driving licence.

## 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 an online application form, please email [centralrecruitment@hes.scot](mailto: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 Eilidh McQuillian or David Mylan, Admissions Supervisors, via email at [eilidh.mcquillian@hes.scot](mailto:eilidh.mcquillian@hes.scot) or [david.mylan@hes.scot](mailto:david.mylan@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.