Evening Tour Steward x 4 (Skara Brae)

Closing Date: 23rd July 2021 (midday)

**Expected Interview Date: 30th July 2021**

**Recruitment Reference:**

HES/21/076

**Starting Salary:**

£19,800 per annum (pro rata)

**Salary Range:**

£19,800 - £20,751 per annum

**Pay Band:**

A

**Directorate:**

Commercial and Tourism

**Location:**

Skara Brae

**Line Manager:**

Mary Dunnett

**Contract Type:**

Seasonal (fixed term) August

**Working Hours:**

Part Time, 16.25hrs

Thank you for your interest in the post of Evening Tour Steward with Historic Environment Scotland, based at Skara Brae. This is a fixed term and pensionable appointment for August 2021 with shift patterns between 4.30pm and 8.30pm.

Working within the Orkney and Shetland district team, you will be involved in delivery of evening tours to visitors as part of a small evening cohort over five days. You will have opportunity to work within other areas of the visitor centre as part of the evening rota, including in the shop and admissions spaces.

**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 role primarily fulfils the function of delivering tours to groups of visitors as part of a small team operating across the evening. Skara Brae forms part of the Orkney and Shetland district within the Commercial and Tourism directorate. There is a team of eighteen staff based at this site primarily working during the day operation, and you will usually be working with three other stewards for the evening operation.

As well as being able to demonstrate excellent customer service skills, you should be confident passing on your knowledge about the history of the site to diverse groups of people; be comfortable using the till system for the processing of retail and admissions sales and be a strong and adaptable team player.

Key responsibilities, duties and objectives

* Delivery of evening tours as part of an evening extended operation.
* Processing of retail and admissions transactions through the till system
* Maintaining the highest standards of customer service – responding appropriately and constructively to visitor feedback.
* Communicating with colleagues across the evening and handover information to the day stewarding team.
* Ensuring the safety and security of visitors to the monument as part of the evening operation.
* Ensuring high levels of cleanliness throughout the site in line with enhanced COVID cleaning procedures.

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)

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:***

* Confident communicator and public speaker.
* Customer service experience in a comparable role.
* Previous experience working within a small team and across multiple roles.

***Desirable requirements:***

* Historical and/or archaeological knowledge of the monument, or a demonstrable interest in learning about Skara Brae.
* Previous experience in a retail or commercial environment.

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 5 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/intranet/>.

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](mailto: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 Mary Dunnett via email at [Mary.Dunnett@hes.scot](mailto:Mary.Dunnett@hes.scot) or by phone on 01856 841815

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.

Thank you.

Human Resources

Historic Environment Scotland