



# Seasonal Admissions Assistant Edinburgh Castle

**Closing Date: Wednesday 24th May 2023**

**Interview Week: W/C 5th June 2023**

## Recruitment Reference:

HES/22/329b

## Starting Salary:

£21,052

## Salary Range:

£21,052 - £21,872

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

## Pay Band:

A

## Directorate:

Operations

## Location:

Edinburgh Castle

## Line Manager:

Caroline Stenhouse

## Contract Type:

Fixed-term until 30/09/2023  
(with possibility of  
extension or permanency)

## Working Hours:

37 hours per week,  
including weekends

Thank you for your interest in the post of Seasonal Admissions Assistant with Historic Environment Scotland, based at Edinburgh Castle. This is a fixed-term and pensionable appointment.

The Admissions Team operate at the front of the Castle, welcoming visitors from all over the world. It is a large team, led by the Admissions Manager and three Admissions Supervisors. Roles within the team include checking tickets, promoting memberships, issuing audio tours and managing traffic. This post included weekend working.

## 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.

## 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

Edinburgh Castle is one of Scotland's most popular visitor attractions. The Admissions Team aims to welcome and deliver a world class service to every visitor. All duties within Edinburgh Castle 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.

The post is full-time, working 5 days out of 7, including weekends. The team operates on a 3-week rota, working a 7.4 hr day. (Every third weekend will be off)

## Key responsibilities, duties, and objectives

- Provide a world class welcome and direct visitors as appropriate upon their arrival at Edinburgh Castle.
- Sell appropriate tickets and products to all walk-up visitors.
- Ensure all vehicles entering the castle and parking on the esplanade have the appropriate approval.
- Ensure the security and safety of the visitor, whether arriving on foot or by car, and any other activity taking place on the esplanade throughout the day.
- Ensure all group visitors to the castle are welcomed and their access into the castle is managed as efficiently and effectively as possible, providing additional information as appropriate.
- Provide information on other Historic Environment Scotland sites and services available to visitors.
- Process sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently.

## Post Competencies

We are looking for you to complete a statement of competence looking at the below essential and desirable requirements of this role.

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.



## 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:***

- A working knowledge of the visitor attractions sector
- Excellent customer service skills
- Experience of working in a fast-paced, busy environment
- Cash handling experience

### ***Desirable requirements:***

- First Aid Experience

### ***Health Screening:***

Given the nature and working environment of this role; a pre-employment health screening will be undertaken for the successful post holder – any offer of employment will be subject to satisfactory checks.



## 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/>

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.

HES is committed to making reasonable adjustments 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.

Please contact us if you need a copy of the job description, person specification and/or application form in an alternative format, or if you require any other adjustments because of a disability.

If you are unable to complete an online application form, please email [edinburghregionrecruitment@HES.scot](mailto:edinburghregionrecruitment@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 if you have been selected for interview.

For further information about the post, please contact Caroline Stenhouse at: [caroline.stenhouse@hes.scot](mailto:caroline.stenhouse@hes.scot).

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](#) 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