



# Steward (Urquhart Castle)

**Closing Date: Wednesday 5 July, Midnight**

**Expected Interview Date: Week Commencing Monday 17 July**

## Recruitment Reference:

HES/23/136

## Starting Salary:

£21,452 per annum, pro rata

## Salary Range:

£21,452 - £22,272 per annum, pro rata

## Pay Band:

A

## Directorate:

Operations

## Location:

Urquhart Castle

## Line Manager:

Operations Supervisor

## Contract Type:

1 x Full-Year Permanent  
4 x Part-Year Permanent

## Working Hours:

Various contracts available, ranging from 5-days Full-Year post to part-time part-year permanent posts

Thank you for your interest in the post of Steward with Historic Environment Scotland, based at Urquhart Castle. These roles are fixed-term and pensionable appointments.

This is an exciting opportunity to work at one of the most iconic castles in Scotland at one of the busiest sites operated by Historic Environment Scotland. Various roles are available working across all areas of the site (including car park, shop and admissions) and you will have opportunity to engage with our diverse visitor base, making memories that will last them a lifetime.

## 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

Working in a large team at Urquhart Castle you will be responsible for delivering the highest standards of service to our visitors. Your day-to-day role may involve; welcoming visitors to Urquhart Castle and selling them tickets to the site, welcoming visitors to our theatre show, or supporting colleagues during breaks and training. You may also be working in our shop, supporting with selling some of our fantastic products or creating eye-catching displays.

Reporting to one of our Supervisors you will ensure the presentation of the site is second to none, liaising with the wider Urquhart team to create a seamless visitor experience.

You will enjoy working outdoors and in different weather conditions and have a passion and enthusiasm for sharing the history of Scotland with our diverse visitor base.

## Key responsibilities, duties and objectives

- Working within a team of car park stewards, welcoming visitors to the monument.
- Working at one of our admission and welcome points, selling our membership product and finding the best ticket option for our visitors.
- Working within our shop selling products, merchandising shelves, undertaking stock takes and helping our visitors.
- Ensuring a high standard of presentation throughout the site, including undertaking cleaning duties as required.
- Working as part of a team to ensure that the Visit Scotland Quality Assurance grade is maintained and participating in local action plan delivery.
- Contributing to site development training and planning (where required) as part of regular review of the operation.
- Supporting the wider priorities for the organisation (including the Annual Operating Plan, People Strategy, Visitor Strategy and Climate Strategy).
- Ensuring the security of the site, building and contents.



- Engaging proactively with customers to ensure that as the first point of site contact (visitors arriving by boat or by road) that you provide the highest standards of customer service.
- Ensuring health and safety processes and procedures are adhered to.
- Endeavouring to resolve any visitor concerns at the first point of contact.
- Operate the film, including welcoming visitors to the cinema and ensure that language subtitle requests are accommodated.

## 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:**

- Enthusiasm for working in the heritage tourism industry.
- Ability to work calmly and effectively in a fast-paced environment.
- Ability to communicate effectively, especially with individuals who may not have English as a first language.
- Ability to work well in a large team.

### **Desirable requirements:**

- Previous experience in a similar environment.
- Previous experience working a PC-based till system (or willingness to learn)
- First aid qualifications (or willingness to be trained)
- Modern foreign language communication skills.



## 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, equivalent of 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
- 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/>

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 Iris Young or Egle Tamulyte on [Iris.Young@hes.scot](mailto:Iris.Young@hes.scot) or [Egle.Tamulyte@hes.scot](mailto:Egle.Tamulyte@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