



## Guide

**Closing Date:** Wednesday 11 October 2023, midday

**Expected Interview Date:** Week Beginning 23 October 2023

### **Recruitment Reference:**

HES/23/223

### **Starting Salary:**

£21,452 pro rata per annum

### **Salary Range:**

£21,452 - £22,272 pro rata per annum

### **Pay Band:**

A

### **Directorate:**

Operations

### **Location:**

Stirling Castle

### **Line Manager:**

Ross Blevins, Interpretative Events & Guiding Manager

### **Contract Type:**

Part Year Permanent – working 30 weeks per year

### **Working Hours:**

37 hours per week, 5 out of 7 days

Thank you for your interest in the post of Guide with Historic Environment Scotland based at Stirling Castle. This is a part year permanent and pensionable appointment working 37 hours per week (five days out of seven) which will include weekends and public holidays, for 30 weeks each year.

You will provide the highest standard of customer care to visitors, and you will also be responsible for enthusiastically providing information and assistance, where appropriate. You will be responsible for ensuring visitor safety at all times, whilst maintaining the high standards of presentation and professionalism that Stirling Castle prides itself in.

### **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, the overarching strategy which ensures 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

You will be a member of the Stirling Castle Visitor Operations team – Stirling Castle is the second most visited attraction within the Historic Environment Scotland portfolio, welcoming more than 400,000 visitors in 2022/23. 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.

## Key responsibilities, duties and objectives

- Welcoming and interacting with the visitors to help enhance their visit to the Castle by delivering excellent customer service and assessing their individual needs.
- Using material researched by our Cultural Resources Team to be able to provide information to visitors on any areas or points of interest, and answer any questions posed by our visitors.
- Once training has been given, be able to provide entertaining and informative guided tours of Stirling Castle, including the Palace Apartments, the Stirling Heads Gallery and Argyll's Lodging, to an international audience of all ages.
- Undertake visitor focussed static duties around the Castle, and within the Stirling Heads Gallery and the Argyll and Sutherland Highlanders Military Museum.
- Assist with the monitoring and management of the site and its extensive grounds, royal apartments, exhibitions and interpretation spaces to ensure that it is presented to the highest standard and report any defects to the Duty Manager.
- Promote all Historic Environment Scotland sites, and events and activities taking place at these.
- Awareness of the relevant risk assessments and fire action plans, evacuation procedures and incident response guidelines, and the position of First Aid boxes.
- Other ad hoc duties as directed by line management.
- Be willing to drive the courtesy vehicle if the successful candidate holds a full UK driving licence (training will be provided).
- Working together with related business areas within Stirling Castle.



## 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 as part of the selection process.

### **Essential requirements:**

- A working knowledge of the visitor attraction sector
- Excellent customer service skills
- Experience of working in a fast paced, high-volume environment

### **Desirable requirements:**

- Knowledge of Scottish history, and of Stirling Castle in particular, although full training will be provided



## 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/>

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 or require this document in a different format, please email [ArgyllsLodgingAdmin@hes.scot](mailto:ArgyllsLodgingAdmin@hes.scot), quoting the job title and recruitment reference, and we will assist 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 Ross Blevins, Interpretative Events & Guiding Manager via email at [ross.blevins@hes.scot](mailto:ross.blevins@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