



## 2 x Roving Steward Vacancies: One based at Doune Castle, Near Stirling (FK8 3RA); one at Huntingtower Castle, Near Perth (PH1 3JL)

### Recruitment Reference:

HES/24/067

### Salary from 01/04/24:

£24,454 per year (pro rata)

*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

### Location:

Two posts available: 1 based at Doune Castle; One at Huntingtower Castle. Both posts cover a number of sites, so travel necessary.

### Line Manager:

Liam Robertson

### Contract Type:

- 1 X Part Time Part Year Permanent (Apr-Sep annually)
2. 1 X Full Time Part Year Permanent (Apr-Sep annually)

### Working Hours:

1. Average 4 days x 7hrs (28 hrs) per week
2. Average 5 days x 7hrs (35 hrs) per week

To include weekends and public holidays

**Closing Date: Noon on 16/04/24**

**Interview Dates: Tuesday, 30<sup>th</sup> April & Wednesday, 1<sup>st</sup> May 2024**

There are two roving steward positions available at Historic Environment Scotland, both Part Year Permanent positions. One is 4 days a week/part time, the other 5 days a week/full time (April-September). The likely start date for these roles is May 2024 (subject to pre-employment checks).

The post holders will be responsible for delivering the highest standards of visitor experience across sites in the Central Mid District. Reasonable agreed travelling is expected to cover sites within Stirling District, Perth & Kinross, Clackmannanshire and potentially further afield. A pool car may be available for this purpose.

Are you looking for a flexible, fun and unique role? You'll get an exceptional view into Scotland's rich history and gain valuable experience in the tourism industry, helping to 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 sites within Central Scotland during the season.

The post sits within the Mid District of Central Region's Visitor and Community (V&C) Team. The district is comprised of twenty-six properties, of which ten are staffed, including Doune Castle, Dunblane Cathedral, Castle Campbell, Elcho Castle, Huntingtower Castle, Inchmahome Priory, Loch Leven Castle, Meigle Sculptured Stone Museum, Stanley Mills and St Serf's Church. You will be part of a team of stewards working across these properties and potentially others within the neighbouring East District (ie, the postholder will principally cover sites in Stirling District, Perth & Kinross, Clackmannanshire, and may be asked to cover Fife and potentially, but not usually, Angus).

Your duties may include transporting visitors by boat to the Island and operating a generator and water pump to ensure the island toilets remain working if working at Inchmahome Priory and Loch Leven Castle.

The successful candidates will support the teams at the properties in the mid district by covering absences such as annual leave, etc. The roles therefore offer variety and make a meaningful contribution to Scotland's tourism industry and local economy by enabling the properties to open their published hours, as well as encouraging visits beyond the typical tourism destinations to the rural areas.

## 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

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. Your role of Roving Steward sits within the Central Mid district. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, explaining what there is to see and do (both at our properties and more locally), carrying out cleaning and grounds maintenance 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. You will be part of a team of three Roving Stewards led by our Roving Manager, Liam Robertson.

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. You should be happy to be remotely managed, as like you, the Roving Manager works at a variety of sites. You should be organised and capable of forward planning.

There is no typical day for the Roving Team however the postholders will work an average of 7 hours a day. Following the transition from a 37 to a 35 hour week, our properties are piloting a number of different working patterns, with the team at Huntingtower, Elcho and St Serfs working from 9:30am-5pm with a 30 minute unpaid break and Inchmahome and Loch Leven working 9:15am-5pm with a 45 minute break. There is some degree of flexibility, as long as the Monument Manager of the property you are working at is content our opening hours can be delivered and our processes completed during the timeframe you have committed to.

As the role supports Scotland's tourism industry, our properties may operate 7 days a week, meaning candidates should be prepared to work weekends and public holidays. Ideally you should be flexible, as this helps us to balance staff welfare and a consistent level of service.

As duties at some properties may include litter picking and other duties in the open air, the role will appeal to those who like working outdoors as well as indoors.

## What will my role involve and what will be my responsibilities?

### Customer Service

- Process and promote retail and admissions transactions through the till system.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas. This will include litter picking.
- Support the team to achieve quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Provide the warmest welcome to our visitors and engage proactively with customer service.
- Deliver guided tours/talks as part of the core visitor experience.
- Support in the delivery of wedding ceremonies and photography (Currently Huntingtower Castle).
- Prepare the boats and transport visitors to and from the mainland to the island if working at Inchmahome Priory or Loch Leven Castle (TBC).
- Deliver guided tours/talks (currently a regular ask at St Serf's Church) or creative conversations to enhance the visitor experience.
- Support our volunteer programme (currently Stanley Mills).

### Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Relief and Monument Manager on partnership and community engagement initiatives and projects, including wedding photography and other events.

### Commercial Awareness

- Working together with your monument teams to achieve overall commercial performance targets.
- Promote commercial opportunities within the monuments, such as upcoming events and retail products where appropriate.
- Assist Managers to ensure accurate stock management and assist with stock ordering and deliveries as required.

### Health and Safety & Compliance

- Ensure the security of the monuments, buildings and contents, potentially including acting as key holder.
- Monitor and comply with all H&S procedures/guidance relevant to the sites.
- 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.
- Safely operate the boats (and undertake required training) to complete relevant processes to ensure that visitor and staff safety is paramount.



## Knowledge, skills and experience

### **Essential requirements:**

- Experience delivering high standards of customer service in a fast-paced environment.
- Ability forward plan work schedule.
- A genuine interest for working in the heritage tourism industry.
- Ability to work independently at times and to be managed from a distance (owing to roving role).
- Excellent team working skills.
- A Clean Driving Licence or an ability to travel independently to get to sites around the District, some of which may not be served by public transport.

### **Desirable requirements:**

- Previous experience working a PC based till.
- Knowledge of the properties and surrounding area.
- Previous experience communicating to large groups of people (creating conversations).
- Cash handling experience.
- IT skills and ability to use basic online functions.
- An existing first aid qualification, or willingness to be trained in first aid skills.
- Experience of operating boats is desirable, but not essential as training is provided (if you are required to work at either Inchmahome Priory or Loch Leven Castle).

## What to expect from our recruitment process

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.

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'. As there are two vacancies, one part time (average 4 day/week) post and one full time (average 5 day/week) post, and two potential base sites, one at Doune Castle, the other at Huntingtower Castle, please state your preferences in your statement (eg, 'I wish to be considered for both vacancies and would prefer the 5 day a week post and to be based at Huntingtower Castle').

See paragraph 3 of the section entitled '**Overview of the role and more about my team**' for more information on potential working hours. Please state which post you would prefer and if this is the Fixed term post, please note that winter work is not guaranteed.

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 the online application form, or require this document in a different format, please email [centralrecruitment@hes.scot](mailto:centralrecruitment@hes.scot), quoting the job title and recruitment reference, and we will assist you.

For further information about the post, please contact Liam Robertson by email at [liam.robertson@hes.scot](mailto:liam.robertson@hes.scot) or telephone 07778 593 895.

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.