



Guest Experience Assistant (x 3 posts)

Closing Date: Wednesday 3 July 2024, midday

Expected Interview Date: Week commencing 22 July 2024

Recruitment

Reference:

HES/24/141

Starting Salary:

£24,454 pro rata
per annum

Salary Range:

£24,454 - £25,331
pro rata per annum

Pay Band:

A

Directorate:

Operations

Location:

Edinburgh Castle

Line Manager:

Event Supervisor

Contract Type:

Part-time, fixed
term until March
31st 2025 (with
possibility of
permanency)

Working Hours:

1 x 15 hours pw
and 2 x 10 hours
pw (5 days out of 7,
predominantly
evening and
weekend working)

Thank you for your interest in the post of Guest Experience Assistant with Historic Environment Scotland, based at Edinburgh Castle. There are three fixed term and pensionable posts available: one working 15 hours per week, and two working 10 hours per week.

As Guest Experience Assistant you will be a key member of the Edinburgh Castle team. You will ensure excellent service for clients booking event spaces for corporate events, weddings, and other events outwith the normal visitor experience, and deliver an outstanding experience for the client. Edinburgh Castle is one of Scotland's most popular visitor attractions and offers a variety of stunning locations in which to stage events and functions.

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

The Events Team at Edinburgh Castle consists of an Event Manager and two Events Supervisors who are responsible for liaising with clients booking events, to ensure all aspects of the event are organised and in place. On the evening of the event, the Manager or Supervisor will be on site with a small team of HES staff to ensure that the event runs smoothly, welcoming guests and resolving any issues that may arise. The Guest Experience Assistant will be part of this small team supporting the event.

This role will report directly to the Events Supervisor. As events are often held outwith daytime opening hours, your work will mainly involve evening and weekend work. In addition, when not supporting out of hours events, you may be required to supplement core staff to provide a 5-star experience to our daytime visitors. This may involve meeting and greeting visitors, providing visitor site orientation information, and assisting with ticket entry.

Key responsibilities, duties and objectives

- Work closely with the Event Supervisor/Manager to support event activity and act as the onsite welcome for guests, directing them to the appropriate function space and providing any information required to make their visit enjoyable and memorable.
- This role requires the ability to work as part of a team, ensuring that all guests receive a 5-star service, contributing to the overall smooth running of the event.
- Facilitate any on-site contractors related to events, directing them to the appropriate areas for equipment drop-off or parking.
- Ensure guests are abiding by the event guidelines throughout the event and that guests are escorted safely from the site at the end of the event.
- Ensure compliance with all health and safety procedures in relation to events/functions business.
- A typical event at Edinburgh Castle can finish at 11pm or later, and this role requires the ability to be flexible, with the emphasis on being able to work evenings which will include some evenings at weekends.
- On occasion, when no evening events are scheduled, there may be a requirement to work alongside core Edinburgh Castle staff to support daytime business. This may involve meeting and greeting visitors, providing site orientation information, and assisting at the ticket entry point.

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:

- Excellent communication skills
- Experience supporting a team to deliver their goals
- Ability to prioritise and thrive in a fast-paced environment
- Flexibility to provide cover according to business needs
- Demonstrate relevant customer service/event delivery experience

Desirable requirements:

- Knowledge of the wider events sector including trends and products offered by peers
- Familiarity with operations and layout at Edinburgh Castle.



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.

We are looking for you to complete a statement of competence looking at the essential and desirable requirements of this role. Guidance on completing a statement of competence can be found in the 'Recruitment Guidance' 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, 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 Lillas Thain, Events & Community Manager, via email at lillas.thain@hes.scot or phone at 07896 140 568.

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