



Steward, Dumbarton Castle

Closing Date: Wednesday 15 January 2025 at midday

Expected Interview Date: w/c 27th January 2025

Recruitment Reference:

HES/24/262

Salary:

£24,454 per year, pro-rata
(proportional to hours
worked and length of
contract)

Pay Band:

A

Location:

Dumbarton Castle

Line Manager:

Craig Conner, Monument
Manager

Contract Type:

Fixed Term contract from 1st
April 2025 – 30th September
2025.

Working Hours:

21 hours per week, three
days over seven, including
weekend working

Your role of Steward will be a fixed term position from 1st April- 30th September 2025. The likely start date for this role is in April 2025.

Are you looking for a flexible seasonal job that is both fun and unique? You'll get an insight into Scotland's rich history and gain valuable experience in the tourism industry and help 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 Dumbarton during the season.

If you love working with people, stewarding is the role for you! At Dumbarton, you'll be sharing your passion for Dumbarton's history with visitors, enjoy upselling products and memberships in the shop, and will have the opportunity to keep active outdoors, conquering the site's many steps! You'll be working as part of a small team where your interests will have a real impact on the visitor experience.

Dumbarton Rock, a twin-peaked outcrop of basalt, was formed 350 million years ago, before becoming a stronghold of the kingdom of Strathclyde. The castle continued to serve as a garrison fortress until the early 19th century, when Dumbarton's shipyards grew around the rock. The castle now offers commanding views over the surrounding town of Dumbarton.

Benefits of working with HES

- A generous holiday allowance of 25 days holidays + 11.5 public holidays per year (pro-rata in line with hours/length of contract)
- 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 post sits within the Glasgow & Strathclyde district comprising 7 staffed monuments including Newark Castle and Glasgow Cathedral. You will be part of a small team of stewards working in the monument, led by a Monument Manager.

This is an exciting opportunity to work for the lead body responsible for the historic environment in Scotland. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: welcoming visitors to the monument, supporting the facilitation of events or processing online bookings, selling our range of retail products or outlining the history of the site to our diverse visitor base.

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.

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

Customer Service

- Process retail and admissions transactions through the till system following appropriate compliance processes.
- Promote our products to visitors (including our membership product and relevant retail offers).
- Ensure a high standard of presentation throughout the site, including following appropriate cleaning processes in both public and staff areas.
- Actively support Historic Environment Scotland (HES) seminars, events, functions and promotions.
- Strive to provide the warmest welcome to our visitors and engage proactively with all visitors throughout their visit.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance standards and consistency within the team.
- Work as part of a team to ensure that the Quality Service Awards are maintained and participate in local action plan delivery.
- Attend and contribute to relevant team meetings.
- Support the Monument Manager with regular compliance checks (as required)

Commercial Awareness

- Support the site team to achieve agreed commercial performance targets for the monument.
- Maximise commercial opportunities at your site and support district commercial



- opportunities.
- Assist the Monument Manager (MM) to ensure accurate stock management and assist with stock ordering and deliveries as required.

Health and Safety & Compliance

- To ensure the security of the site, buildings, and contents, including acting as key holder (where required).
- Monitor and comply with all health and safety procedures/guidance relevant to the site.
- Follow correct procedures to ensure safe operation of all equipment.
- Ensure that the health and safety of staff, visitors and contractors is always paramount through following site specific procedures and risk assessments.
- Follow lone working processes appropriately (as required)
- Report any maintenance or safety issues requiring attention to the relevant Works Manager (WM) and Monument Manager (MM).

Knowledge, skills and experience

Essential requirements:

- Experience delivering high standards of customer service and a passion for working in the heritage tourism industry.
- Ability to work alone or as part of a team.

Desirable requirements:

- Previous experience working a PC based till.
- Knowledge of the monument(s) and surrounding area.
- Previous experience communicating to large groups of people (Guided Tours).
- 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

What to expect from our recruitment process

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>

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'. Where you wish to be considered for more than one position/location, please provide your preferences in your statement.

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:

Historic Environment Scotland – Longmore House, Salisbury Place, Edinburgh, EH9 1SH
Scottish Charity No. SC045925
VAT No. GB 221 8680 15

- **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 an online application form, please email southrecruitment@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

For further information about the post, please contact **Craig Conner, Monument Manager** via email on craig.conner@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 HES Gaelic Language Plan we welcome applications from Gaelic speakers.