



# Seasonal Mobility Driver

**Closing Date: 15/01/25, midday**

**Expected Interview Week: W/C 27<sup>th</sup> January 2025**

## Recruitment Reference:

HES/24/259

## Salary:

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

## Pay Band:

A

## Location:

Edinburgh Castle

## Line Manager:

Michael Hendry

## Contract Type:

Part time, fixed term until  
31/10/25 (with possibility of  
extension)

## Working Hours:

25 hours 54 minutes per  
week,  
working 3 days on and 3  
days off (including  
weekends).

Your role of Mobility Driver will be a seasonal position up until 31/10/25. The likely start date for this role is 17/3/25.

Are you looking for a flexible seasonal job that is both fun and unique? You'll get a unique view 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 Edinburgh during the season.

The Mobility Driving Team aims to welcome and deliver a world class service to every visitor. All duties within the team involve working with people, and teamwork is crucial to our success. This role includes both driving the car and acting as banksman on a rotating basis and involves working outside in all weathers. When the car is not required, members of the team assist with providing general information for visitors inside Edinburgh Castle, providing information on other sites within the estate and are also able to promote other services such as the benefits of membership and explorer passes.

Edinburgh Castle is the most popular paid visitor attraction in Scotland. As such, it is a faced past, dynamic and interesting place to work. No two days are alike, and you get to meet people from all over the world. The service we provide is consistently very well received and allows people to experience the castle in a way they may not have thought possible. The job provides great satisfaction and enjoyment due to how much visitors to the castle appreciate the service.

## 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

The Mobility Driving Team aims to welcome and deliver a world class service to every visitor. All duties within the team involve working with people, and teamwork is crucial to our success. This role includes both driving the car and acting as banksperson on a rota basis and involves working outside in all weathers. When the car is not required, as a member of the team, you'll assist with providing general information for visitors inside Edinburgh Castle, providing information on other sites within the estate and also promote other services such as the benefits of membership and explorer passes.

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.

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.

This role's hours are 25.9 hours per week, made up of a 3-days-on, 3-days-off rota that includes weekend working.

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

### Customer Service

- Provide the warmest welcome to our visitors and engage proactively with customer service, directing visitors as appropriate upon their arrival at Edinburgh Castle and during their visit.
- Drive the mobility vehicle for visitors who require assistance accessing the Castle.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas including sanitising vehicles between trips.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.

### Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Assist other teams within the Castle, as and when required, moving stock or other items from one location to another.

### Commercial Awareness



- Working together with your Castle Team to achieve overall commercial performance targets.

### **Health and Safety & Compliance**

- Perform banksperson duties, ensuring a safe route through the Castle for the mobility cars and any other vehicle needing to access the inner areas.
- Ensure the security of the site, buildings and contents, including acting as key holder (where required).
- Monitor and comply with all H&S procedures/guidance relevant to the Castle.
- Follow correct procedures to ensure safe operation of all equipment including daily checks on the vehicles, taking vehicles out for service runs and refuelling, and logging issues and faults.
- Ensure that the health and safety of staff, visitors and contractors is paramount at all times.

### **Knowledge, skills and experience**

#### ***Essential requirements:***

- Experience in delivering high standards of customer service.
- A genuine interest in working in the heritage tourism industry.
- A full UK driving license.
- Experience of working in a fast-paced, busy environment.

#### ***Desirable requirements:***

- Knowledge of the Castle and surrounding area.
- A working knowledge of the visitor attractions sector.
- 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/>

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'. 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:**

- **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 [edinburghrecruitment@HES.scot](mailto:edinburghrecruitment@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 **Michael Hendry, Esplanade Manager via email on [michael.hendry@hes.scot](mailto:michael.hendry@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.