



Seasonal Retail Assistant

Closing Date: 15/01/25, midday

Expected Interview Date: W/C 27th January 2025

Recruitment Reference:

HES/24/260

Salary:

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

Pay Band:

A

Location:

Edinburgh Castle

Line Manager:

Retail Manager

Contract Type:

Fixed Term Contract

Working Hours:

35 hours per week (5 days
out of 7, including
weekends)

Your role of Retail Assistant will be a seasonal position up until September 2025. The likely start date for this role is in March 2025. There are multiple roles available.

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 through proactive selling of retail products. Explore the fascinating stories from Scotland's past and share your passion with international and local visitors who come to Edinburgh Castle during the season.

You will be responsible for delivering the highest standard of visitor experience across all areas of Edinburgh Castle, working in one of the three retail gift shops. By engaging with visitors you will proactively sell a wide range of retail products focussing on a strong message of 'Made in Scotland'.

Having dominated the Edinburgh skyline for over 3,000 years, Edinburgh Castle is steeped in history having served as a royal residence, military garrison, prison and fortress. Each year thousands of visitors from across the globe are welcomed into the castle and we pride ourselves on ensuring each visitor receives a 5 star service. No two days are alike which keeps this role very engaging and brings a great deal of job satisfaction.

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. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors and selling and promoting a range of retail products. You will play a key role in ensuring that every visitor has an enjoyable and informative visit.

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

- Engage with customers helping them with their buying decisions and answering any questions to improve their enjoyment of the Castle.
- Carry out the daily operational duties of the shop as requested by the Retail Supervisor or Manager.
- Processing and promotion of retail transactions through the till system.
- Responsibility for the retail areas including ordering of stock, pricing, rotation and attractive display of stock.
- Ensure a high standard of presentation throughout the site, including following appropriate cleaning processes in both public and staff areas.
- Processing sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently.
- Support the team in achievement of quality assurance Key Performance Indicators.
- Assist with pop-up retail event both within the castle grounds and the local community.
- Actively support HES seminars, events, functions and promotions.
- Strive to provide the warmest welcome to our visitors and engage proactively with customer service.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Work as part of a team to ensure that the Customer Service Industry Standards and Quality Services Awards are maintained and participate in local action plan delivery.

Commercial Awareness

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

- Maximise commercial opportunities and capitalise on income generating opportunities through selling and upselling appropriate merchandise and promoting other sites and products.
- Assist Retail Supervisor to ensure accurate stock management and assist with stock ordering and deliveries as required.

Health and Safety & Compliance

- 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 site.
- 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.

Knowledge, skills and experience

Essential requirements:

- Experience delivering high standards of customer service.
- Excellent team working skills.
- A genuine interest in working within the heritage tourism industry.
- Knowledge of Electronic Point of Sale till systems.
- Experience dealing with cash, credit transactions and end of day procedures.

Desirable requirements:

- Retail sales experience.
- Knowledge of the monument(s) and surrounding area.
- IT skills and ability to use basic online functions.
- Experience in working in a high end fast paced retail environment.
- Product knowledge of alcohol, jewellery and textiles.
- Ability to communicate in a second language.
- 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, 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 Kirstie Finlay, Retail Manager, via email on kirstie.finlay@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.