



Seasonal Visitor Services Assistants

Closing Date: Thursday 18th July, Midday

Edinburgh Castle Recruitment Days: Wednesday 24th July, Thursday 25th July and Friday 26th July from 09:30am – 4pm

Recruitment Reference:

HES/24/157

Salary:

£24,454 per annum (pro-rata: proportional to hours worked/length of contract)

Pay Band:

Band A

Location:

Edinburgh Castle

Line Manager:

Various

Contract Type:

Fixed term until 30 September 2024 (with possibility of extension)

Working Hours:

Part-time and full-time hours available (both will include weekend working)

Apply with us for an opportunity to attend one of our Seasonal Recruitment Open Days at Edinburgh Castle on Wednesday 24th July, Thursday 25th July and Friday 26th July 2024.

Here at the Castle, we are on the lookout for enthusiastic, customer-driven individuals to join us for the remainder of our busy Summer months up until 30 September 2024 (with potential for further extension). We have both part-time and full-time hours available. Both will include weekend working.

The team at Edinburgh Castle welcome millions of visitors both locally and internationally. As Scotland's number one visited paying attraction, we inform, entertain and educate on Edinburgh Castle's rich and vibrant history.

Overview of the roles available

Seasonal opportunities available are within our Admissions and Retail Teams:

Admissions Team

As part of this team, you'll offer a friendly welcome at the start of every visitor's journey. Assisting with ticketing enquiries, access advice and providing an overview of the site are just a few of the day-to-day jobs that you would carry out as part of this team. Through site knowledge and a warm demeanour, you'll be an ambassador for the Castle and the wider Historic Environment Scotland estate.

Retail Team

In this team, you'll be trained to utilise your product knowledge and offer a friendly and professional service to visitors. You'll work with your colleagues to contribute to additional income for the estate. Artisan and locally made products are a key element to the retail offering.



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

Knowledge, skills and experience

In your application form, we will ask you provide a short statement (250 words maximum) on why you meet the **essential** requirements below as part of the selection process.

Essential requirements:

- Excellent customer service skills.
- Experience of working in a fast-paced, busy environment.
- A working knowledge of the visitor attractions sector.
- Cash handling experience

Desirable requirements:

- Knowledge of Edinburgh Castle and surrounding area
- Experience in working in retail
- 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 submit your application form by visiting our website at <https://applications.historicenvironment.scot/>

You'll complete an application form, where you will provide some information about yourself and we'll ask you to provide a paragraph on how you meet the **essential** requirements of the role (up to 250 words). If your application meets the required criteria, you'll then be contacted by one of the team within 5 working days to assign you a slot to come and meet with us on Wednesday 24th or Thursday 25th July to find out more about our roles and attend a short interview.

(Please note that the methods of application section in the 'Guidance for Applicants' supporting document is not applicable for this application process)

Your interview will follow our competency framework, where we will ask you questions based on these five competencies (interview questions will be provided in advance):

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 **either Caroline Stenhouse, Admissions Operations Manager**, via email on Caroline.Stenhouse@hes.scot or **Kirstie Findlay, Retail manager** via email on Kirstie.Findlay@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.