



HISTORIC
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Admissions Supervisor

Closing Date: 29th of October 2025 at Midday

Expected Interview Date: W/C 17th of November 2025

Recruitment Reference:
185

Starting Salary:
£27,519 pro rata, per year

Salary Range:
£27,519 - £30,500 pro rata,
per year

Work Level:
1

Grade:
2

Directorate:
Operations

Location:
Stirling Castle, Castle
Wynd, Stirling FK8 1EJ

Line Manager:
Eilidh McQuillan, Deputy
Admissions Manager

Contract Type:
Permanent, Full Time

Working Hours:
35 hours per week

Thank you for your interest in the post of Visitor Experience Admissions Supervisor with Historic Environment Scotland. Please see below for key information about the job, details on what roles are available and how you can apply.

The Visitor Experience Admissions Supervisor is a new role, supporting the development and delivery of exceptional visitor experiences.

Overview of the post and information about the team

Stirling Castle is one of Scotland's most popular paid visitor attractions, welcoming around 600,000 visitors each year.

The Admissions Supervisor role plays an important role in supervising the team and efficiently delivering the highest quality of visitor experience. Working closely with the Admissions Deputy Management Team and admissions supervisors, you will be responsible for the day-to-day supervision of staff in the admissions team at Stirling Castle. Encouraging a culture of delivering world class customer service to our visitors and to maximise income from admissions, audio guides, souvenir guidebooks and car parking charges.

You will ensure the presentation of the site is second to none, working with your management team to create a seamless visitor experience.

You will enjoy problem solving, taking the initiative and working collaboratively whilst leading a team in the delivery of excellent visitor experiences.

Your role is operational and will require an understanding and delivery of core Visitor Experience Assistant related duties in addition to supervisory activity - such as processing till transactions, cash handling, cleaning duties, compliance and stock management.



Key responsibilities, duties and objectives

- Support the management team in leading a team of visitor experience assistants at your site in delivering exceptional visitor experiences.
- Work with the management team to support developing the visitor experience at the site, including contributing to and attending any relevant team meetings.
- Support the management team in ensuring the site is properly resourced and assist with any recruitment as required.
- Act as the first point of contact for any complaints and look to resolve and escalate as appropriate.
- Ensure compliance with health and safety, fire and security, HR and safeguarding procedures. Ensure health and safety processes and procedures are adhered to.
- Support the management team in ensuring that the site is presented in a way to exceed visitor expectations.
- Support the management team in team compliance with cash reconciliation, financial compliance, banking and reporting procedures.
- Ensure appropriate processing of all retail and admissions transactions through the till.
- Work as part of a team to ensure that the Quality Assurance grade is maintained and participate in local action plan delivery.
- Support the management team with community engagement activity
- Work as part of a team to ensure that the Quality Assurance grade is maintained and participate in local action plan delivery
- This role requires the postholder to act as keyholder for the site.
- The postholder will be required to work as part of a rota covering 7-day operations

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:

- Capable of navigating standard digital platforms and performing basic online tasks.
- Demonstrates effective communication skills with colleagues at all organizational levels.
- Passion for delivering the highest standards of customer service
- Previous experience of leading a team

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- Experience in customer-facing roles.

Desirable requirements:

- Experienced in operating PC-based tills with a strong background in cash handling.
- IOSH Managing Safely
- Understanding of manager HR processes
- First aid qualification or willingness to be trained
- Experience of working in a fast-paced, busy environment

Our Interview Process

If you have been shortlisted for this role, we will send you an email to invite you to meet with us for an interview. This will take place either in-person or by video call (we will let you know which one in advance). Our panel will ask you some questions to get to know you and better understand how you meet the key competencies and behaviours of the role that you are applying for. This is also an opportunity for you to know the team better and make sure that we are the right choice for you

There may be a task included in the interview, which is relevant to the role you are applying for. If this is the case, we will let you know what to expect beforehand. Should you be shortlisted for interview, we will send you out the key questions in advance to help you prepare. Your questions will be based on the following selected key requirements of the post:

Key Competencies:

Teamwork - Contributing to and supporting working together

Delivering Excellent Service - Demonstrating a commitment to quality services

Leading your Team - Leading and developing people

Key Behaviours:

Taking the responsibility to lead – Lead by example, prioritise leadership and people management, and make difficult decisions when needed.

Exploring challenges together - Collaborating with others to solve problems to ensure the highest quality results. Owning our learnings and behaviours together rather than defending or attributing blame.

Working together at the right pace - Challenging the barriers that slow things down and asking: “is there a better way?”. Setting realistic deadlines, balance workloads and stretch ourselves to grow.

How to apply for this post



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You can apply online by visiting our [vacancy page](#) on the Historic Environment Scotland website. If you are unable to complete an online application process, 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. Alternatively, you can call 0131 668 8600 to request this.

Guidance on completing your application can be found in the 'How to Apply' section in the Job Summary, please ensure that you read this to understand what should be included in your cover letter. If you are applying internally, please read our CV and Cover Letter Guidance included in the advert under the section 'Key requirements of the role'

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.

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 Eilidh McQuillian and David Mylan, Deputy Admissions Managers, at eilidh.mcquillian@hes.scot and david.mylan@hes.scot

We are dedicated to building a workforce which is reflective of diversity within Scotland. We warmly welcome applications from candidates of all backgrounds, regardless of age, race, gender or gender identity, religious beliefs, marital status, sexual orientation, disability, or neurodiversity. In support of our Gaelic Language Plan, we welcome applications from Gaelic speakers.