



Admissions Assistant – Stirling Castle

Closing Date: Monday 12th of January, Midday

Expected interview dates between 26th January – 5th February

Recruitment Reference: 248

Salary: £25,770 pro rata
(proportionate to hours
worked and length of contract)

Pay Band: Grade 1

Location: Stirling Castle

Line Managers:

Kirsty Gallagher, Admissions
Visitor Experience Supervisor

Eilidh McQuillan, Deputy
Admissions Manager

Contract Type:

Part Year Permanent:

- Full Time (26 weeks)
1/4 - 30/9/26
- Part Time (24 weeks)
1/4 - 15/9/26

Working Hours:

- Full Time: 35 hours per week, 5 out of 7 days rolling rota (includes a mixture of weekday and weekends off)
- Part Time: 26.1 hours per week, 4 out of 7 days rolling rota (includes a mixture of weekday and weekends off)

Your role of Admissions Assistant will be a part year permanent position up until September 2026. The likely start date for these roles is in April 2026. There is both a full time and part time position available.

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 Stirling Castle during the season.

Join our Admissions team at Stirling Castle this season and be the first point of welcome for visitors from around the world. You'll play a key role in delivering exceptional customer service, managing ticketing efficiently, and helping guests start their journey through Scotland's history.

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

Benefits of working with HES

Generous Holiday Allowance: 25 days annual leave plus 11.5 public holidays (pro-rata based on hours and contract length)

Civil Service Pension: Employer contribution of 27% of your annual salary

Free Site Entry: Complimentary access to Historic Environment Scotland sites (with up to three guests), and all English Heritage, Manx, and Cadw properties

Retail Discounts: Savings at hundreds of online retailers

- Longmore House, Salisbury Place, Edinburgh, EH9 1SH



Travel & Cycle Support: Interest-free loans available for bicycles and annual travel passes

Overview of the role and more about my team

The Admissions Team aims to welcome and deliver a world class service to every visitor. All duties within Admissions involve working with people, and teamwork is crucial to our success. The role will include working in all areas of the Admissions department, both indoors and outside, from selling tickets and issuing audio guides to directing visitors and managing traffic.

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 in the car park, carrying out housekeeping duties, selling admission tickets or processing online bookings, promoting 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?

- Provide visitors with a world-class welcome when they arrive at the site and help them to find their way around the Castle.
- Sell tickets and shop items, handle payments, and ensuring the right financial procedures are followed accurately.
- Monitor vehicles coming in to make sure parking and access rules are followed.
- Help keep everyone safe on site, especially when Castle events or activities are taking place.
- Greet group bookings and make sure they get in easily, offering extra information if needed.
- Share details about other Historic Environment Scotland sites and what visitors can enjoy there.
- Make sure every visitor has an excellent experience by being helpful, friendly, and providing an efficient service to everyone.
- Work with your team to manage visitor and vehicle access in coordination with other site activities.
- Stay up to date with safety procedures like fire plans, evacuation routes, incident response guidelines and where to find First Aid supplies.
- Help keep the site looking its best—check exhibitions and displays, and report anything that needs fixing.
- Follow health and safety guidelines to make sure everyone has a safe and enjoyable visit.
- Be ready to work outside in all kinds of weather and spend time outside helping visitors.
- Support visitors with different needs and help out in busy situations.



HISTORIC
ENVIRONMENT
SCOTLAND

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ALBA

- Ability to deal professionally and pleasantly with varied customer needs and queries.
- Willingness to work outdoors in varying weather conditions (suitable clothing will be provided).

Knowledge, skills and experience

To apply for this role, we are looking for you to demonstrate examples of how you meet the following requirements in your Cover Letter ([guidance can be found here](#))

Essential requirements:

- Experience delivering high standards of service and a proven ability to deal professionally and pleasantly with varied customer needs and queries.
- Proven ability to work collaboratively and flexibly with colleagues.
- IT skills and ability to use basic online functions.
- Willingness to work outdoors in varying weather conditions (suitable clothing will be provided).
- Willingness to work regular weekends and bank holidays as part of rota, occasionally working unsocial hours to provide support for activities such as events.
- A passion for working in the heritage tourism industry.

Desirable requirements:

- Experience of using a computerised till system.
- Previous customer related work experience.
- Cash handling experience.
- An existing first aid qualification, or willingness to be trained in first aid skills
- A driving licence and willingness to be trained to operate the mobility vehicle to transport visitors with access needs through the monument grounds

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:

- **Delivering excellent Service** – Demonstrating a commitment to quality services
- **Teamwork** - Contributing to and supporting working together

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- **Communication** - Communicating appropriately and clearly

Key Behaviours:

- **Taking personal ownership** – We are the ‘local experts’ in our area. Recognising this expertise and feeling empowered to make decisions and owning the issues to deliver the bigger picture.
- **Learning as we work** – Ensuring we are all accountable for our own personal growth and learning. Ensuring we reflect on these moments and are brave enough to seek them out and grow with our changing world.
- **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.

How to apply for this post

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 centralrecruitment@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 Kirsty Gallagher, Admissions Supervisor and Eilidh McQuillian, Deputy Admissions Manager, via email at kirsty.gallagher@hes.scot and eilidh.mcquillian@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.