



HISTORIC
ENVIRONMENT
SCOTLAND

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ALBA

Visitor Experience Supervisor

Closing Date: Monday 12 January 2026 at midday

Expected Interviews between 26 January – 05 February

Recruitment Reference:

236

Salary:

£27,519 pro-rata
(proportionate to hours
worked and length of
contract)

Pay Band:

Grade 2

Location:

Arbroath Abbey Hub,
Abbey Street, Arbroath
DD11 1EG

Line Manager:

Fiona Hall, Monument
Manager.

Contract Type:

Permanent

Working Hours:

Full time, 35 hours per
week, annualised hours.
(including weekend
working)

Your role of Visitor Experience Supervisor will be a permanent position. The likely start date for this role is in April 2026.

Are you looking for a 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 the Arbroath & Dundee area.

Explore the fascinating stories from Scotland's past and share your passion with international and local visitors who come to Arbroath Abbey, Claypotts Castle, St Vigean's Museum & Edzell Castle during the season. A role that will enable you as part of the Visitor & Community team help visitors create memories to last a lifetime at these fantastic sites.

Arbroath Abbey, your base site, burial place of William the Lion who founded the Abbey in 1178, can you tell visitors what family seals are on the Declaration of Arbroath. At Edzell Castle the home of the Lindsays, a gifted, turbulent and tragic noble family who acquired the estate in 1358. What do you know about the Seven Cardinal Virtues, Seven Liberal Arts & the Seven Planetary Deities & how do they relate to the gardens of Edzell. At St Vigean's you may have specialised groups who know more about the Pictish Stones than you do, so what new information can you tell them that they may not notice? Claypotts Castle is a Castle built out of opportunity, the Strachans worked the land & were tenants of Lindores Abbey and were able to take advantage of their new higher status after the Reformation to build this Castle. Do you have practical information to enable visitors to park easily around Claypotts Castle?



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

Travel & Cycle Support: Interest-free loans available 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. Your role of Steward sits within the Central East district, you will be actively involved in work which supports providing the best experience for our visitors – ranging from: carrying out cleaning and grounds maintenance duties, selling admission tickets, enabling visitors to donate or processing online bookings, supporting our volunteer program, helping/supporting Community Events selling our range of retail products or outlining the history of the site to our diverse visitor base. You will support the Monument Manager in leading the team of Visitor Experience Assistants who work at Arbroath Abbey, Claypotts Castle, St Vigean's & Edzell Castle. You will be part of a wider team of Visitor Experience Supervisors & Monument Managers within Central East.

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.

All the sites within this area are open over the weekends, so you should expect that your rota will include weekend and public holiday working. A mixture of Indoor and Outdoor working will be required at all sites.

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

- Support the Monument Manager (where applicable) in leading a team of Visitor Experience Assistants at your site in delivering exceptional visitor experiences.
- Work with the Monument Manager to support developing the visitor experience at the site, including contributing to and attending any relevant team meetings.
- Support the Monument Manager in ensuring the site is properly resourced and assist with any recruitment as required.
- 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 Monument Manager in ensuring that the site is presented in a way to exceed visitor expectations but also act as the first point of contact for any complaints and look to resolve and escalate as appropriate.
- Support the Monument Manager in team compliance with cash reconciliation, financial compliance, banking and reporting procedures.
- Support the Monument Manager and DVCM with community engagement activity.
- Line management responsibility for a team of Visitor Experience Assistants.
- 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.

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:

- IT skills and the ability to use basic online functions
- Cash handling experience
- Passion for delivering the highest standards of customer service
- Ability to communicate effectively to colleagues at all levels

Desirable requirements:

- Previous experience working a PC based till
- IOSH Managing Safely qualification
- Previous experience developing and delivering visitor experience activity such as guided tours.
- Previous experience leading a small team
- Understanding of manager HR processes
- First aid qualification or willingness to be trained

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 a Team/Project/Task** – Focusing on leading a Team/Project/Task or 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

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 Siobhan Ross, Roving Manager via email on siobhan.ross@hes.scot



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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.