



HISTORIC
ENVIRONMENT
SCOTLAND

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Castle Guide

Closing Date: 12th of January 2026, at Midday

Expected Interview Date: W/c 26th January 2026

Recruitment Reference:
224

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

Pay Band:
Grade 1

Location:
Edinburgh Castle

Line Manager(s):
Gary McKay
Dónal Ferrie
Mhairi Summers
(Deputy Guiding
Managers)

Contract Type:
Fixed Term with 6
positions from March to
September 2026 and 6
positions from May to
November 2026

Working Hours:
35 hours per week (5
days out of 7), includes
weekend working.

Your role of Castle Guide will be a fixed-term, seasonal position, starting either mid-March (concluding mid-September) or early May (concluding early November) 2026. We have 2 contract types available including 6 positions from March to September and 6 positions from May to November.

Are you looking for a seasonal job that is both fun and unique? You'll get an insight into Scotland's rich history, 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 Edinburgh Castle during the season.

Our castle guides are the connection between the castle's history, our visitors and the castle's future. We educate and provide information to enhance the visitors experience, helping them to make the most of their visit to the castle.

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, fortress, and still serves as the home of the Honours of Scotland.

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

The Guiding team comprises around 30 individuals who work to deliver all aspects of the visitor journey within the castle. They are responsible for ensuring a world-class visitor experience by delivering a diverse range of activities from providing guided tours, passing on castle/historical information to visitors, maintaining exhibition areas and assisting in managing events of various sizes.

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.

This is a fixed-term appointment, concluding mid-September or early November 2026 (dependant on start date). This role requires working 5 days out of 7 and includes weekend working.

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

- Provide the warmest welcome, assistance and information to our visitors and engage proactively with customer service to maximise visitor experience.
- Engage with visitors who may require use of wheelchairs, lifts or the mobility vehicle.
- Develop knowledge of the castle's history and share this with visitors.
- Once training has been undertaken, be able to provide entertaining and informative guided tours.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas.
- Support the team in achievement of quality assurance Key Performance Indicators (KPIs).
- Actively support HES seminars, events, functions and promotions.
- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Assist with procedures such as ensuring signposting for visitors, setting up barriers and crowd control on ceremonial occasions.
- Working together with your Castle Team to achieve overall commercial performance targets.
- Assist with functions out with the Castle opening hours, such as escorting guests to their venue and signposting to areas where necessary.
- Ensure the security of the site, buildings and contents, including acting as key holder (where required).
- Ensure that the health and safety of staff, visitors and contractors is paramount at all times and follow correct procedures to ensure safe operation of any equipment.



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 customer service in a fast-paced environment.
- A genuine interest in working in the heritage tourism industry.
- Ability to work independently at times.
- Excellent team working skills.
- Interest in and knowledge of Scottish history.

Desirable requirements:

- Previous experience communicating to large groups of people, preferably in a heritage environment or visitor attraction (Guided Tours or similar).
- Knowledge of the Castle and surrounding area.
- IT skills and ability to use basic online functions (including Microsoft Office).
- Experience of working within a high-volume, fast paced environment.
- An existing first aid qualification, or willingness to be trained in first aid skills.



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
- **Communication** – Communicating appropriately and clearly
- **Teamwork** – Contributing to and supporting working together

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.
- **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.
- **Ensuring we include others fully** – Putting ourselves in the shoes of others and asking how we can make our work and workplaces fully accessible and inclusive.

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 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.



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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 Matt Tweddle, Guiding Manager via email on matt.tweddle@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.