



HISTORIC
ENVIRONMENT
SCOTLAND

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Retail Assistant

Closing Date: Wednesday 12th, November 2025 at Midday

Expected Interview Date: w/c 24th November 2025

Recruitment Reference:
196

Starting Salary:
£25,077

Salary Range:
£25,077 - £26,209 pro
rata, per year

Pay Band:
Grade 1

Directorate:
Operations

Location:
Stirling Castle

Line Manager:

Hannah Torley
Retail Supervisor

Contract Type:

Permanent

Working Hours:

35 hours

(5 over 7 days, including
weekends and public
holidays)

Thank you for your interest in the post of Retail Assistant with Historic Environment Scotland that will be based in Stirling Castle. This is a permanent position.

Are you looking for a role that is both fun and unique? You'll get a unique view 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 through proactive selling of retail products. Explore the fascinating stories from Scotland's past and share your passion with international and local visitors who come to Stirling Castle during the summer season.

Overview of the post and information about the team

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.

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.

Stirling Castle staff pride themselves on delivering a first - class visitor service. We have welcomed over 466,000 visitors from April – September 2025, visitors from many countries around the world who are all looking for a unique experience, with the anticipation that we will welcome even more visitors in 2026/27 and beyond and the retail team play a huge role in the visitor experience, with the selling of retail products to the benefit of the customer, a core part of visitor engagement.

You will be responsible for delivering the highest standards of visitor experience across all areas of Stirling Castle, working within the three retail gift



shops, with proactive selling of retail products to visitors, as well as replenishing stock, assisting visitors and maintaining shop presentation standards.

Key responsibilities, duties and objectives

Customer Service

- Engage with customers helping them with their buying decisions and answering any questions to improve their enjoyment of the Castle.
- Strive to provide the warmest welcome to our visitors and engage proactively with customer service.
- Carry out the daily operational duties of the shop as requested by the Retail Supervisor or Manager.
- Processing and promotion of retail transactions through the till system.
- Responsibility for the retail areas including ordering of stock, pricing, rotation and attractive display of stock.
- Increase sales through the provision of onsite tastings
- Ensure a high standard of presentation throughout the site, including following appropriate cleaning processes in both public and staff areas.
- Processing sales, while ensuring that all financial procedures are adhered to and carried out accurately and efficiently.
- Support the team in achievement of quality assurance Key Performance Indicators.
- Actively support HES seminars, events, functions and promotions.

Teamwork

- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Work as part of a team to ensure that the Customer Service Industry Standards and Quality Services Awards are maintained and participate in local action plan delivery.

Commercial Awareness

- Working together with your team to achieve overall commercial performance targets.
- Maximise commercial opportunities and capitalise on income generating opportunities through selling and upselling appropriate merchandise and promoting other sites and products.
- Assist Retail Supervisor to ensure accurate stock management and assist with stock ordering and deliveries as required.

Health and Safety & Compliance

- Ensure the security of the site, buildings and contents, including acting as key holder (where required).
- Monitor and comply with all H&S procedures/guidance relevant to the site.
- Follow correct procedures to ensure safe operation of all equipment.
- Ensure that the health and safety of staff, visitors and contractors is paramount at all times.



Knowledge, skills and experience

Essential requirements:

- Retail sales experience.
- Experience delivering high standards of customer service.
- Excellent team working skills.
- Knowledge of Electronic Point of Sale till systems.
- Experience dealing with cash, credit transactions and end of day procedures.

Desirable requirements:

- Knowledge of the monument(s) and surrounding area.
- IT skills and ability to use basic online functions.
- Experience in working in a high end fast paced retail environment.
- 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.
- A driving licence and willingness to be trained to operate the mobility vehicle to transport visitors with access needs through the monument grounds
- A genuine interest in working within the heritage tourism industry

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
- **Planning and Organising** - Putting plans and resources in place to achieve results
- **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
- **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



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- **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 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 James Connelly, Retail Manager via email on james.connelly@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.