



HISTORIC
ENVIRONMENT
SCOTLAND

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ALBA

Seasonal Steward, Dryburgh Abbey

Closing Date: 12 January 2026 at midday

Expected Interview Date: Week commencing 26 January 2026

Recruitment Reference:
246

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

Pay Band:
Grade 1

Location:
Dryburgh Abbey,
Dryburgh, St Boswells,
Melrose, TD6 0RQ

Line Manager:
Ian Crew, Monument
Manager

Supervisor:
Lorna Brown, Visitor
Experience Supervisor

Contract Type:
Fixed Term contract from
April to September 2026

Working Hours:
29.9 hours per week, 4
days from 7, weekend
working expected, hours
between 9:00 to 17:30

Your role of Seasonal Steward will be a fixed term position up until 30 September 2026. The likely start date for this role is in April 2026.

Are you looking for a seasonal job that is both fun and unique? You'll gain valuable experience in the tourism industry as you help to 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 Dryburgh Abbey during the season.

You will be part of the team looking after Dryburgh Abbey and join the existing staff in welcoming and interacting with visitors.

Due to its rural setting Dryburgh Abbey has arguably the most important biodiversity role among the HES sites in the region. In combination with the monument itself and its important historical aspects, the arboretum and wildflower areas create a unique visitor experience.

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 Scottish Borders district. You will be actively involved in work which supports providing the best experience for our visitors, ranging from greeting our visitors, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, supporting community and educational engagement, promoting our range of retail products or outlining the history of the site to our diverse visitor base. You will be based at Dryburgh Abbey but may be required to work at Jedburgh Abbey/Smailholm Tower if the need arises.

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. You will also play an active part in developing and enhancing our biodiversity initiatives, highlighting the importance of these to our visitors.

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

- Provide visitors with a world-class, warm welcome when they arrive at the site, explaining the best route to take and highlighting the various attributes of the site.
- Make sure every visitor has an excellent experience by being helpful, friendly, efficient and kind.
- Deal professionally and pleasantly with varied customer needs and queries.
- Sell tickets and shop items, handle payments, and ensure the correct financial procedures are followed accurately.
- Assist the site team in ensuring accurate stock management and help with stock ordering and deliveries as required.
- Possible delivery of guided tours and talks as part of the core visitor experience.
- Stay up to date with safety procedures like fire plans, evacuation routes, incident response guidelines and where to find First Aid supplies.
- Follow health and safety guidelines to make sure everyone has a safe and enjoyable visit.
- Working together with the monument team to achieve overall commercial performance targets.
- Help keep the site immaculate, and the shop and toilets sparkling.
- Ensure the security of the site, buildings and contents including acting as a key holder.
- Be ready to work outside in all kinds of weather and spend time outside helping visitors.
- Encourage visitors to explore other Historic Environment Scotland sites.



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 passion for working in the heritage tourism industry
- 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 online functions
- Willingness to work outdoors in varying weather conditions (suitable clothing will be provided)
- Willingness to work weekends and bank holidays as part of rota, occasionally working unsocial hours to provide support for activities such as events
- A keen interest in and knowledge of biodiversity and the promotion of its value

Desirable requirements:

- 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
- Delivery of guided tours and talks

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
- **Communication** - Communicating appropriately and clearly
- **Knowledge and Expertise** – Applying and developing knowledge and expertise to achieve results.

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 southrecruitment@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 Ian Crew, Monument manager via email ian.crew@hes.scot or call Lorna Brown, Visitor Experience Supervisor on 01835 822381.

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.