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# Seasonal Steward, Melrose Abbey

**Closing Date: 12 January 2026, at midday**

**Expected Interview Date: Week commencing 26 January 2026**

## Recruitment Reference:

227

## Salary:

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

## Pay Band:

Grade 1

## Location:

Melrose Abbey

## Line Manager:

Joanne-Lee Macleod,  
Monument Manager

## Contract Type:

Part Year Permanent

## Working Hours:

21 hours per week, 3 out  
of 7 days, either Thurs to  
Sat or Fri to Sun,  
between 9:00 to 17:00

Your role of Seasonal Steward will be a part year permanent position up until 30 September 2026. The likely start date for this role is in April 2026. We currently have two positions available. One covering Thursday to Saturday and the other Friday to Sunday. Please indicate in your covering letter which you are interested in or if you have a preference.

Are you looking for a 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 Melrose Abbey during the season.

You will be part of a highly motivated team looking after Melrose Abbey. Your role will be team based, but you will also need to complete individual tasks, with the post involving both indoor and outdoor work.

Melrose Abbey is a key landmark in the Scottish Borders. Founded in 1136 as a Cistercian monastery, it is a prime example of Gothic architecture and is particularly renowned for its elaborate stone carvings. It is also the resting place for Robert the Bruce's heart.

## 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



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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 the 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 Melrose Abbey, led by the monument manager and part of a wider team.

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.

Working at Melrose Abbey within the operations directorate you will be jointly responsible for delivering the highest service to our visitors, you will ensure the presentation of the site is second to none, working with the rest of the team to create a seamless visitor experience.

## 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 give a short site induction with the aid of a map.
- Process and promote the appropriate tickets and retail items, ensuring the correct financial procedures are followed accurately.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas, this will include grounds maintenance.
- Work as a team to achieve quality assurance Key Performance Indicators (KPIs) and to achieve overall commercial performance targets.
- Actively support in HES seminars, events, functions and promotions.
- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Monument Manager on partnership and community engagement initiatives – projects, including volunteering, weddings and other events.

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VAT No. GB 221 8680 15



- Promote commercial opportunities within the monument, such as upcoming events and retail products where appropriate.
- Ensure the security of the site, buildings and contents, including acting as a keyholder (where required)
- Ensure that the health and safety of staff, visitors and contractors is always paramount and follow the correct procedures to ensure safe operation of any equipment.
- If interested there will be the option to deliver guided tours/talks as part of the core visitor experience.

## 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.
- Excellent team working skills.
- Cash handling experience or willingness to undertake training.
- Ability to work independently at times.
- A genuine interest for working in the heritage tourism industry.
- IT skills and the ability to use basic online functions.

### ***Desirable requirements:***

- Previous customer related work experience.
- Cash handling experience.
- An existing first aid qualification, or willingness to be trained in first aid skills.
- Knowledge of the monument(s) and surrounding areas.
- Previous experience communicating with groups of people (guided tours)



## 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

### 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.



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## 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](mailto:southrecruitment@HES.scot), with 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 Joanne-Lee Macleod, Monument Manager via email on [joanne-lee.macleod@hes.scot](mailto:joanne-lee.macleod@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.