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Seasonal Steward, Smailholm Tower

Closing Date: 12 January 2026, at midday

Expected Interview Date: Week commencing 26 January 2026

Recruitment Reference:

252

Salary:

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

Pay Band:

Grade 1

Location:

Smailholm Tower,
Sandyknowe Farm,
Kelso, TD5 7PG

Line Manager:

Lorelei McKay, Roving
Manager

Contract Type:

Part Year Permanent

Working Hours:

28 Hours per week,
Friday to Monday,
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 April 2026.

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 Smailholm Tower during the season.

You will be part of the team looking after Smailholm Tower. You will be self-directed and independent while interacting with the visitors to the tower.

Smailholm is historically significant for its connections to Border Reivers and Sir Walter Scott. The site is also architecturally significant, being one of the best examples of keep towers surviving.

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 Smailholm Tower, led by the Roving Manager who be working from various sites across the Scottish Borders.

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 Smailholm Tower requires climbing the hill to access the tower entrance. Due to the historical nature of the tower, there is no lift to the top of the tower – there is only a single spiral staircase up its four floors. Lone working at the Tower is the norm and you would be given support from local sites, such as Dryburgh and Melrose Abbeys.

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 help them to find their way around the tower.
- Sell tickets and shop items, handle payments, and ensure the correct financial procedures are followed accurately.
- Monitor vehicles coming in to make sure parking and access rules are followed.
- Help keep everyone safe on site, especially when Tower events or activities are taking place.
- Greet group bookings and make sure they get in easily, offering extra information if needed.
- Share details about other Historic Environment Scotland sites and what visitors can enjoy there.
- Make sure every visitor has an excellent experience by being helpful, friendly, and providing an efficient service to everyone.
- Work with your team to manage visitor and vehicle access in coordination with other site activities.
- Ability to deal professionally and pleasantly with varied customer needs and queries.
- Stay up to date with safety procedures like fire plans, evacuation routes, incident response guidelines and where to find First Aid supplies.
- Help keep the site looking its best—check exhibitions and displays, and report anything that needs fixing.
- Follow health and safety guidelines to make sure everyone has a safe and enjoyable visit.



- Be ready to work outside in all kinds of weather and spend time outside helping visitors.
- Support visitors with different needs and help out in busy situations.

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.
- Willingness to work outdoors in varying weather conditions (suitable clothing will be provided).
- Willingness to work regular weekends and bank holidays as part of rota, occasionally working unsocial hours to provide support for activities such as events.

Desirable requirements:

- Previous customer related work experience.
- Cash handling experience
- IT skills and ability to use basic online functions
- 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
- Willingness to work outdoors in varying weather conditions (suitable clothing will be provided).



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, 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 Lorelei McKay, Roving Manager via email on lorelei.mckay@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.