



# Steward – Dundrennan Abbey

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

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

Your role of Steward at Historic Environment Scotland will be a part year permanent position. This means you will have contracted hours April until September each year. The likely start date for this role is in April 2026, with some training and induction sessions likely taking place in March 2026.

## Recruitment Reference:

**230**

## Salary:

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

## Pay Grade:

**1**

## Location:

Dundrennan Abbey ,  
Dundrennan,  
Kirkcudbrightshire,  
Dumfries and Galloway.  
DG6 4QH

## Line Manager:

Malcolm Price ,  
Monument Manager

## Contract Type:

Part year permanent

## Working Hours:

14 hours/week, April-  
September, weekend  
working likely, 0 hours  
October-March

Are you looking for a seasonal job 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 whilst helping 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 Dundrennan Abbey during the season.

- Be part of a team that loves and cares for Dundrennan Abbey
- Dundrennan Abbey is a picturesque ruin of particular architectural and regional importance. Nestled in a beautiful landscape, it appeals to both nature and history lovers.
- The peaceful region of Dumfries and Galloway has many other heritage attractions, and you may also get the opportunity to work at some of these other sites.
- Share your passion for history and ensure our visitors enjoy a warm and welcoming 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

- Longmore House, Salisbury Place, Edinburgh, EH9 1SH



**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 South Region in the Dumfries and Galloway District, where you will be actively involved in work which supports providing the best experience for our visitors. These range from greeting our visitors, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, to outlining the history of the site to our diverse visitor base. You will be part of a small team of stewards working at Dundrennan Abbey, led by a Monument Manager, with opportunities to work at other local sites.

We are looking for someone who, whilst comfortable with lone working, enjoys interacting with diverse groups of people and has a passion for customer service.

The post we are looking to recruit into is 14 hours/week, April-September. Weekend working is likely.

The post is part year permanent, which means returning to the post each April. You will have a zero-hour contract over the winter period, though there may be a possibility of shifts during this time. The working pattern usually involves the same set days each week, though some flexibility may be desired.

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

- Provide the warmest welcome to our visitors and engage proactively with customer service.
- Process and promote retail and admissions transactions through the till system.
- Ensure a high standard of presentation throughout the site, following appropriate cleaning processes in both public and staff areas. This will include grounds maintenance and grass cutting.
- Work as a team to achieve quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- Deliver guided tours/talks as part of the core visitor experience.
- Proactively communicate with colleagues across the site to ensure high performance, standards and consistency.
- Support the Monument Manager on partnership and community engagement initiatives and projects, including volunteering, weddings and other events.
- Working together with your monument team to achieve overall commercial performance targets.
- Promote commercial opportunities within the monument, such as upcoming events and retail products where appropriate.
- Assist Monument Manager to ensure accurate stock management and assist with stock ordering and deliveries as required.
- Ensure the security of the site, buildings and contents, including acting as key holder (where required).



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

### Desirable requirements:

- Knowledge of the monument(s) and surrounding area.
- Previous experience communicating to large groups of people (Guided Tours).
- 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
- **Knowledge & Expertise** - Applying and developing knowledge and expertise to achieve results

### Key Behaviours:

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Scottish Charity No. SC045925  
VAT No. GB 221 8680 15



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- **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](mailto: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 **Malcolm Price**, Monument Manager, via email on [malcolm.price@hes.scot](mailto:malcolm.price@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.