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# Steward – MacLellan’s Castle

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

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

## Recruitment Reference:

**231**

## Salary:

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

## Pay Band:

Grade 1

## Location:

MacLellan’s Castle  
Kirkcudbright  
Dumfries and Galloway  
DG6 4JD

## Line Manager:

Elaine Muir, Monument  
Manager

## Contract Type:

Part year permanent

## Working Hours:

29.6 hours a week April-  
October, working 7.4  
hours 4 days a week,  
likely Thursday to  
Sunday (can be  
discussed at interview if  
this working pattern is  
unsuitable). 0 hours  
October-March.

Your role of steward will be a part-year permanent position, meaning you'll work from April to end of September each year. The likely start date for this role is in April 2026, with some training and induction sessions taking place in March 2026.

Are you looking for a flexible 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 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 MacLellan's Castle during the season.

Come and work at this impressive former tower house in the centre of Kirkcudbright, a vibrant coastal town that attracts visitors from all over the world. As work progresses to restore access to much of this site, you'll be there to share this exciting new chapter in MacLellan's history alongside stories of its past with both our local and international visitors.

MacLellan's Castle was named after its original owner, Sir Thomas MacLellan of Bombie, Provost of Kirkcudbright. It sits within the Dumfries and Galloway District, a stunning area of Scotland home to abbeys, castles, standing stones and iron age forts (to name just a few) throughout the landscape.

## 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

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**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 South Region in the Dumfries and Galloway District, and you will be actively involved in work which supports providing the best experience for our visitors. These range from greeting visitors, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, to sharing the history of the site to our diverse visitor base. You will be working on a lone-working site, with support from the Monument Manager and the Visitor Experience Supervisor.

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.

Please note that this site does have some access restrictions currently, with access only to some of the ground floor rooms, the shop and grounds expected in April. During this summer season we anticipate greater access inside MacLellan's Castle, and you'll play a key role in sharing this exciting time with both visitors and the local community welcoming them on site.

The post is part year permanent, which means returning to the post each April. You will have zero-hour contract over the winter period, and there may be a possibility of shifts during this time. Weekend working is expected, with working days likely to be Thursday to Sunday, though this can be discussed at interview.

## 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.

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- 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).
- 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:**

- **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 Rosie Thorp, District Visitor and Community Manager, Dumfries and Galloway via email on [rosie.thorp@hes.scot](mailto:rosie.thorp@hes.scot)



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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.