



Steward - Huntingtower Hub

Closing date: 12 January 2026 at midday

Expected Interview Date: week commencing 26 January 2026

Recruitment Reference:
282

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

Pay Band:
Grade 1

Location:
Huntingtower Hub
(includes:
Huntingtower Castle, PH1 3LJ
Elcho Castle, PH2 8QQ
St Serf's Church (Dunning), PH2 0RG
Balvaird Castle, KY14 7SR)

Line Manager:
Alison Sullivan, Monument Manager

Contract Type:
Fixed term
from 01 Apr 2026 to 30 Sept 2026

Working Hours:
28 hrs a week. 4x7hrs (includes
weekend and public holidays).

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 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 Huntingtower Castle, Elcho Castle, St Serf's Church in Dunning and Balvaird Castle during the 2026 season.

Each of the properties you will work at have their own unique selling points, providing a varied working life. Huntingtower has interesting stories and a superb painted ceiling, Elcho a bountiful orchard and fine plasterwork, and St Serfs Church, located within the heart of the community of Dunning, features the ornate, 2.5m high free-standing Pictish Dupplin Cross. In season 2026 we hope to lead tours at Balvaird Castle for the first time in many years, and you may be asked to support this. Balvaird is a key location in the Outlander prequel, Blood of our Blood.

Reporting to the Monument Manager, the team sits within the Mid District of Central Regions Visitor and Community

(V&C) Team (in the Operations Directorate). The district is comprised of twenty-six monuments, ten of which are staffed. Other staffed properties within the District include Castle Campbell, Doune Castle, Dunblane Cathedral, Inchmahome Priory, Lochleven Castle, Meigle Sculptured Stone Museum and Stanley Mills.

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



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA

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. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, explaining what there is to see and do (both at Historic Scotland sites and more locally), carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, selling our range of retail products, promoting gift aid or outlining the history of our sites to our diverse visitor base. You will be part of a team of three stewards working across the three sites, led by our Monument Manager (currently Alison Sullivan) and our District Visitor and Community Manager, Joyce Kitching.

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.

The team generally start work at 9:15am and finish at 5pm and have a half-hour's unpaid lunch break. As the role supports Scotland's tourism industry, the properties are open across 7 days a week, meaning candidates should be prepared to work weekends and public holidays. Ideally you should be flexible, as this helps us to balance staff welfare and a consistent level of service. The post holder may be asked to work at other Historic Scotland properties in the locality.

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).
- 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.
- Banks person experience (to support parking).
- Previous experience working a PC based till.

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.
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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 recruit@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 Alison Sullivan, Monument Manager via email on alison.sullivan@hes.scot or phone 01738 627231 Saturday to Wednesday (the property is closed on Thursdays and Fridays in the winter). Alternatively contact Joyce Kitching, District Visitor & Community Manager Central Mid, via email on joyce.kitching@hes.scot, or by calling 0777 553 5452).

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.