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# Roving Steward, Dumfries and Galloway

**Closing Date: Wednesday 18<sup>th</sup> February 2026**

**Expected Interview Date: W/C 9<sup>th</sup> March 2026**

**Recruitment Reference:**  
303

**Salary Range:**  
£25,770 pro rata

**Pay Grade:**  
Grade 1

**Directorate:**  
Operations

**Location:**  
Roving, Dumfries and Galloway  
Base location likely to be Caerlaverock Castle, but can be discussed and possibility of another staffed site in the district as a base location.

**Line Manager:**  
Bee Thompson

**Contract Type:**  
Permanent. Full Year  
Variable

**Working Hours:**  
35 hours per week over 5 days April-September, 14 hours per week over 2 days October-March, with regular weekend working

Thank you for your interest in the post of Roving Steward with Historic Environment Scotland that will be based in Dumfries and Galloway. This will be a permanent, full-year position, working 35 hours April-September and 14 hours October-March each year. The likely start date for this role is April 2026.

As a Roving Steward you'll require a love of travel and will enjoy the variety of work across different sites with different sized teams. You'll regularly collaborate with site teams across the district to deliver daily site operations, as well as events and activities alongside internal and external partners.

You will provide cover at the district sites across Dumfries and Galloway, including sites such as Caerlaverock Castle, New Abbey Cornmill, Dundrennan Abbey, MacLellan's Castle and Threave Castle.

## Overview of the post and information about the team

Supported by the Roving Manager, as a Roving Steward you will work across the district from your base site to provide cover where it is needed. The Dumfries and Galloway District has over 30 sites, with 9 staffed sites: Caerlaverock Castle, Sweetheart Abbey, New Abbey Cornmill, MacLellan's Castle, Dundrennan Abbey, Cardoness Castle, Threave Castle, Glenluce Abbey and Whithorn Priory. There may be occasional travel outside of the district to work at sites in the wider south region, including Glasgow and Strathclyde, Borders and the Lothians.

You will provide cover for absences and support events across sites in the district. This role will require a degree of flexibility as absences and site demands can require you to work at any of the sites at short notice. The role will require regular weekend working, and also periods of lone working. Access to a vehicle will be provided for travel that is beyond your base location.



## Key responsibilities, duties and objectives

- 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

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

### ***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
- A full UK driving licence

### ***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.



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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](mailto: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 XXXX, [JOB TITLE] via email on [xxx.xxx@hes.scot](mailto:xxx.xxx@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.