



New Abbey Cornmill and Sweetheart Abbey – Steward

Recruitment Reference:
322

Salary:

£27,740 pro-rata
(proportionate to hours
worked and length of
contract)

Pay Band:
Grade 1

Location:
New Abbey Cornmill,
Sweetheart Abbey

Line Manager:
Carolann Harrop,
Monument Manager

Contract Type:
Part Year Permanent

Working Hours:
2x Posts:

- 35 hours April-
September each
year
- 21 hours April –
September each
year

This will include some
weekend working.
Working days can be
discussed at interview.

**Expected Interview Date: Week Commencing
March 30th 2026**

We are hiring for 2 steward roles both part-year-permanent positions, working April-September each year. One is full-time 35 hours, and the other is part-time 21 hours. The likely start date for these roles is in April 2026. Please indicate on your application which role(s) you would like to be considered for.

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 Dumfries and Galloway during the summer season.

New Abbey Cornmill is a water-powered mill dating from the 18th century, in the picturesque village of New Abbey. Visitors can explore the site, which also includes a small visitor centre, mill pond and grounds. Sweetheart Abbey was founded in 1273, and is an iconic site of New Abbey.

As a Steward at New Abbey Cornmill, you'll welcome visitors to the sites and share the story of this preserved watermill, helping to keep an important piece of Dumfries and Galloway's history alive. Working at Sweetheart Abbey, you'll be able to share the fascinating story of its origins and history with visitors. If you enjoy heritage, sharing history with visitors, and maintaining a working piece of rural history, this job is ideally suited to you.



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 Dumfries and Galloway district, as part of the 9 staffed sites in this area. You will be actively involved in providing the best experience for our visitors at New Abbey Cornmill as part of a small team of Stewards, led by a Monument Manager; or if at Sweetheart Abbey, lone working (though c.800m from the New Abbey Cornmill team).

In recent years, New Abbey Cornmill has been welcoming visitors to the site and providing site tours, but unfortunately the mill has not been able to operate. This year we are hoping to restore the mill operations on site, and you'll help share this progress with visitors and locals alike, also assisting with operating the mill machinery itself.

At Sweetheart Abbey we are increasing visitor access to the site this year and reintroducing staff presence, so as a Steward you'll help us to share the fascinating history of this site with visitors once again. Please note, some areas of the site will remain closed at this time due to high level masonry risks.

It is expected that the majority of your work will be at New Abbey Cornmill.

There is also possibility to occasionally work at Caerlaverock Castle and other staffed sites in the district.

We are looking for someone who has passion for customer service, enjoys working in a small team and would be comfortable in learning how to operate the mill machinery.

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
- Willingness to learn how to operate the mill machinery, or previous experience.

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 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 Rosie Thorp, District Visitor and Community Manager, via email rosie.thorp@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.