



Stirling Castle Guide

Closing Date: Wednesday 27 May 2026, midday

Expected Interview Date: Week Commencing 15 June 2026

Recruitment Reference:
376

Starting Salary:
£27,740 pro rata per annum

Salary Range:
£27,740 - £28,213 pro rata
per annum

Pay Band:
1

Directorate:
Operations

Location:
Stirling Castle

Line Manager:
Ross Blevins, Interpretative
Events & Guiding Manager

Contract Type:
Permanent

Working Hours:
35 hours per week, 5 out of
7 days

Thank you for your interest in the post of Guide with Historic Environment Scotland based at Stirling Castle. This is a full-time, permanent post, working 35 hours per week (five days out of seven) which will include weekends and public holidays.

You will provide the highest standard of customer care to visitors, and you will also be responsible for enthusiastically providing information and assistance, where appropriate. You will be responsible for ensuring visitor safety at all times, whilst maintaining the high standards of presentation and professionalism that Stirling Castle prides itself in.

Overview of the post and information about the team

You will be a member of the Stirling Castle Visitor Operations team. Stirling Castle is the second most visited attraction within the Historic Environment Scotland portfolio, welcoming more than 600,000 visitors in 2025-26. You will have a key role to play in ensuring that we continue to deliver a high-quality visitor experience, as well as achieving our commercial targets.



Key responsibilities, duties and objectives

- Welcoming and interacting with the visitors to help enhance their visit to the Castle by delivering excellent customer service and assessing their individual needs.
- Using material researched by our Cultural Resources Team to be able to provide information to visitors on any areas or points of interest and answer any questions posed by our visitors.
- Once training has been given, be able to provide entertaining and informative guided tours of Stirling Castle, including the Palace Apartments, the Stirling Heads Gallery and Argyll's Lodging, to an international audience of all ages.
- Undertake visitor focussed static duties around the Castle, and within the Stirling Heads Gallery and the Argyll and Sutherland Highlanders Military Museum.
- Assist with the monitoring and management of the site and its extensive grounds, royal apartments, exhibitions and interpretation spaces to ensure that it is presented to the highest standard and report any defects to the Duty Manager.
- Promote all Historic Environment Scotland sites, and events and activities taking place at these.
- Awareness of the relevant risk assessments and fire action plans, evacuation procedures and incident response guidelines, and the position of First Aid boxes.
- Other ad hoc duties as directed by line management.
- Be willing to drive the courtesy vehicle if the successful candidate holds a full UK driving licence (training will be provided).
- Working together with related business areas within Stirling Castle.

Knowledge, skills and experience

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

Essential requirements:

- Excellent customer service skills
- Experience of working in a fast paced, high-volume environment

Desirable requirements:

- Knowledge of Scottish history, although full training will be provided
- Full UK Driving License or if non-UK driving license holder: willingness to convert within first 12 months of employment



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 Ross Blevins, Interpretative Events & Guiding Manager via email at ross.blevins@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.