



## Lunch Cover Steward, Lochleven Castle, Kinross

The likely start date for this role is July 2026 and is for a duration of 13 weeks.

Closing date: 10/06/2026

Expected Interview Date: Week Commencing 22nd June

### Recruitment Reference:

388

### Salary:

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

### Pay Band:

Grade 1

### Location:

Lochleven Castle,  
Kinross, KY13 8UF

### Line Manager:

Stephen Gordon,  
Monument Manager

### Contract Type:

Fixed Term for 13 weeks

### Working Hours:

17.5 hours a week (avg 5  
x 3 hr 30 minute shifts).  
Shifts generally start at  
1100 and conclude at  
1430 hours. The  
postholder should be  
prepared to work public  
holidays and weekends.

Your role of steward at Lochleven Castle, Kinross, KY13 8UF will be a fixed term position. The likely start date for this role is July 2026 (dependent on pre-employment checks) and the contract is for a duration of 13 weeks/3 months.

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 Lochleven Castle during the season.

This role differs to most other HES stewarding roles, as your shifts start with a boat journey to the Castle Island in Loch Leven, as it is based in the island admissions/retail space. It involves ensuring visitors continue to receive a warm, welcoming and efficient service while other team members take their breaks. Ideally you should be prepared to undertake practical tasks, such as operating a water pump to ensure the island utilities remain working. The post is ideal for someone who enjoys engaging with visitors, promoting products, can work confidently on their own (with support from team members operating the boats, who are available via radio), and wants to be part of a unique heritage visitor experience.

Lochleven Castle is a remarkable island stronghold, situated in the middle of a National Nature Reserve. The boat passage makes visiting the property something of an adventure. Best known as the place where Mary, Queen of Scots was imprisoned and later escaped, the castle is one of Scotland's oldest tower houses, dating from the 1300s. Working here means welcoming visitors to a truly memorable historic setting and helping



bring one of Scotland's most dramatic stories to life.

## 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 join our dedicated team of 5 boat stewards, led by Lochleven Castle's Monument Manager, Stephen Gordon, working together to deliver a high-quality visitor experience in a unique and historic setting.

As lunchtime Steward at Lochleven Castle, you will play a key role in ensuring visitors receive a warm, friendly and seamless experience throughout their visit. This position primarily provides cover while other team members take their lunch breaks. You will often work independently, so confidence, reliability and a proactive approach are essential.

Duties range from: greeting our visitors, carrying out cleaning duties, selling admission tickets or processing online bookings, selling our range of retail products or outlining the history of the site to our diverse visitor base. Collaboration and communication are central to how we work, with everyone contributing to the smooth running of the site, ensuring the health, safety and security of all, and supporting each other during busy periods.

Working at Lochleven Castle is unlike any other site — accessed by boat and set within a National Nature Reserve, the team shares a strong sense of pride in bringing the story of this iconic location to life for visitors from around the world.

## 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.
- Work as a team to achieve quality assurance Key Performance Indicators (KPIs).
- Actively support in HES seminars, events, functions and promotions.
- (Occasionally) 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, wedding photography 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).
- Be ready to travel to the island by boat in all kinds of weather (uniform provided).
- 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 [centralrecruitment@hes.scot](mailto:centralrecruitment@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 Stephen Gordon, Lochleven Castle’s Monument Manager via email on [stephen.gordon@hes.scot](mailto:stephen.gordon@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.