



Visitor Experience Assistant – Iona Abbey and Nunnery

Closing date for applications is midday on Wednesday 24th June 2026

Expected Interview Date: Week Commencing 6th July 2026

Recruitment Reference:

401

Starting Salary:

£27,740 pro-rata, per year

Salary range:

£27,740 - £28,213 pro-rata, per year

Pay Band:

Grade 1

Location:

Iona Abbey and Nunnery

Line Manager:

Isabel Linaker, Monument Manager

Contract Type:

Part Year Permanent, April - September

Working Hours:

35 hours per week, five days on a rolling rota including weekends and public holidays.

Your role of Visitor Experience Assistant will be a part year permanent position from April to end September each year.

Are you looking for a flexible seasonal job that is both fun and unique? You will 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 Iona during the season.

Our Visitor Experience Assistant role delivers the highest standards of visitor experience at Iona Abbey and Nunnery working across all areas, including in the shop, admissions area and outside, with delivery of guided tours a core part of the role.

Central West is a district covering 43 sites across Argyll, Arran, and Lochaber. Iona Abbey is one of its three staffed sites, and the busiest. We receive around 60,000 visitors per year and no two days are the same. Weddings, performances, and additional services at our island site. Founded by Columba in 563AD, we have an amazing collection of carved stones, standing crosses and beautiful grounds.

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 Visitor Experience Assistant sits within the Central West district, you will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors, carrying out cleaning and grounds maintenance duties, selling admission tickets or processing online bookings, selling our

Longmore House, Salisbury Place, Edinburgh, EH9 1SH



range of retail products or outlining the history of the site to our diverse visitor base. You will be part of a team of stewards working in a monument, led by a Monument Manager.

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.

Iona Abbey is open seven days a week and you will work five days out of seven on a rolling rota. This will include weekend and public holiday working. Outdoor working will be required at times, for example when leading guided tours.

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.
- 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.

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
- **Teamwork** – Contributing to and supporting working together

Key Behaviours:

- **Focusing on our impact** – Focusing our activities, actions, and performance to deliver a wider shared impact and that work undertaken always positively impacts the wellbeing of others.
- **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, 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 Isabel Linaker, Monument Manager via email on isabel.linaker@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.