



HISTORIC
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Visitor Experience Supervisor Retail

Closing Date: Wednesday 19 August 2026 at midday

Expected Interview Date: w/c 31 August 2026

Recruitment Reference:
438

Starting Salary:
£29,622 pro rata, per year

Salary Range:
£29,622 - £32,831 pro
rata, per year

Pay Band:
Grade 2

Directorate:
Operations

Location:
Stirling Castle

Line Manager:
Baiba Vanaga, Deputy
Retail Manager

Contract Type:
Fixed term appointment
for 18 months

Working Hours:
Full time - 35 hours per
week

5 over 7 days including
weekends and public
holidays

Thank you for your interest in the post of Visitor Experience Supervisor Retail with Historic Environment Scotland, based at Stirling Castle. This is a fixed term position for 18 months.

As Visitor Experience Supervisor, you will support the team to promote our various products to our many visitors, as well as ensuring fantastic visitor experiences.

Overview of the post and information about the team

Working within the Operations directorate at Stirling Castle you will be responsible for leading a team of Visitor Experience Assistants in delivering the highest standards of service to our visitors. You will deliver for HES an outstanding experience for visitors, enrich local communities, and run a successful commercial operation.

Reporting to the Retail Management Team, you will be responsible for the day to day supervision of the site retail team to deliver a positive visitor experience with your strong people supervision skills. You will encourage a culture of collaboration, empowerment and innovation, with attention to detail and an enthusiasm for building sales for the site.

Working with the Retail Management Team, you'll deliver growth of profitable sales and achievement of KPIs through effective supervision of a large retail team. You'll also work closely with the operational castle team as well as cleaning and catering suppliers to deliver to the castle operational plan, contributing ideas and maintaining an ongoing plan of activity.

You will know how to make the most of the resources available to you, working efficiently and effectively.

You will enjoy problem solving, taking the initiative and working collaboratively whilst leading a team in the delivery of excellent visitor experiences.



Your role is operational and will require an understanding and delivery of core Visitor Experience Assistant duties in addition to supervisory activity, such as processing till transactions, cash handling, cleaning duties, compliance and stock management.

Stirling Castle staff pride themselves on delivering a first-class visitor service. We have welcomed over 614,000 visitors from April 2025 – March 2026, visitors from many countries around the world who are all looking for a unique experience. We anticipate that we will welcome even more visitors in 2026/27 and beyond and the retail team play a huge role in the visitor experience, with the selling of retail products to the benefit of the customer a core part of visitor engagement.

Key responsibilities, duties and objectives

- Operational duties such as processing till transactions, cash handling, cleaning duties, compliance and car park tasks.
- Ensure stock is managed in accordance with HES Stock Management Procedures.
- Motivate the retail team to promote and upsell our products.
- Support the management team in leading a team of Visitor Experience Assistants at Stirling Castle in delivering exceptional visitor experiences.
- Line management responsibility for a team of Visitor Experience Assistants.
- Work with the management team to support developing the visitor experience at the site, including contributing to and attending any relevant team meetings.
- Support the management team in ensuring the site is properly resourced and assist with any recruitment as required.
- Act as the first point of contact for any complaints or till issues and look to resolve and escalate as appropriate.
- Ensure compliance with health and safety, fire and security, HR and safeguarding, and manual handling procedures. Ensure health and safety processes and procedures are adhered to and assist with incident reporting.
- Support the management team in ensuring that the site is presented in a way to exceed visitor expectations.
- Support the management team in team compliance by working within our cash office with cash reconciliation, financial compliance, banking and reporting procedures.
- Ensure appropriate processing of all retail and admissions transactions through the till.
- Work as part of a team to ensure that the Quality Assurance grade is maintained and participate in local action plan delivery.
- Support with delivery of any other reasonable duties as requested by management team.



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:

- IT skills and the ability to use basic online functions
- Ability to communicate effectively to colleagues at all levels
- Passion for delivering the highest standards of customer service
- Passion for delivering sales
- Experience in a retail/sales environment
- Cash handling experience

Desirable requirements:

- Customer service experience
- IOSH Managing Safely
- Previous experience of leading a team
- Understanding of manager HR processes
- First aid qualification or willingness to be trained
- Experience of working in a fast-paced, busy environment

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:

- **Communication** - Communicating appropriately and clearly
- **Delivering Excellent Service** - Demonstrating a commitment to quality services
- **Achieving Results** - Focusing on the delivery of objectives

Key Behaviours:

- **Taking the responsibility to lead** – Lead by example, prioritise leadership and people management, and make difficult decisions when needed.
- **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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- **Working together at the right pace** - Challenging the barriers that slow things down and asking: “is there a better way?”. Setting realistic deadlines, balance workloads and stretch ourselves to grow.

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 Baiba Vanaga, Deputy Retail Manager via email on baiba.vanaga@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.