Steward – Doune Castle

Closing Date: Monday 23 November 2026 at midday

Expected Interview Date: between 01 – 02 December 2026

Recruitment Reference:
477

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

Pay Band:
Grade 1

Location:
Doune Castle, Doune, FK16 6EA

Line Manager:
Catherine Mason, Monument Manager and
Shona Menzies, Monument Manager

Contract Type:
Permanent

Working Hours:
2 x Lunchtime cover posts of 5 days x 3h15m (16h15m) per week (Apr-Sep), 5 days x 3h (15h) per week (Oct-Mar)

See 'Overview of the role for more information on start/finish times

To include weekends and public holidays

Your role of Steward at Historic Environment Scotland's Doune Castle will a permanent all year position providing lunchtime cover: 5 day lunch cover post, 3hrs 15mins a day (totaling 16hrs 15mins per week) from April to September and 3hrs a day (15hrs per week) from October to March. See 'Overview of the role and more about my team' for further information on working hours/patterns.

Are you looking for a flexible job that is both fun and unique? You'll get an exceptional view 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 Doune Castle during the season.

This role is based at Central Mid District's flagship site; therefore, the successful candidate will make a meaningful contribution to Scotland's tourism industry and local economy by encouraging visits beyond the typical tourism destinations to the rural areas.

Doune Castle attracts visitors who are interested in its film/TV heritage (principally Outlander, Monty Python and the Holy Grail, Outlaw King and Game of Thrones), as well as its history. Doune Castle employs a team of around 20 stewards, who may witness rather unusual behaviour, such as visitors 'cantering' around the courtyard to the clatter of coconuts.

Reporting to the Monument Managers, the team sits within the Mid District of Central Regions Visitor and Community (V&C) Team. The district is comprised of twenty-six monuments, of which ten are staffed (including Doune Castle). Other staffed properties within the district include Castle Campbell, Dunblane Cathedral, Elcho Castle, Huntingtower Castle, Inchmahome Priory, Lochleven Castle, Meigle Sculptured Stone Museum, Stanley Mills and St Serfs Church (Dunning).

Overview of the post and information about the 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 Central Mid district. You will be actively involved in work which supports providing the best experience for our visitors – ranging from: greeting our visitors in the car park, explaining what there is to see and do (both within the Castle and more locally), carrying out cleaning and grounds maintenance 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. You will be part of a team of around twenty stewards led by Doune Castle's two onsite Managers, Shona Menzies and Catherine Mason.

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.

From April to September our lunch cover team members start at 11:25am and finish at 2:40pm and from October to March this reduces to 11:30am to 2:30pm.

As these roles support Scotland's tourism industry, the property is open 7 days a week, meaning candidates should be prepared to work weekends and public holidays. Ideally, you should be flexible, enabling rolling days off, as this helps us to balance staff welfare and a consistent level of service. As duties at Doune Castle include litter picking and other duties in the open air, the role will appeal to those who like variety and working outdoors as well as indoors. The post holder may be asked to work at other Historic Scotland properties in the locality.

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. 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.
- 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

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

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.
- Banksperson experience (to support parking).

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, 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 Catherine Mason, Monument Manager or Shona Menzies, Monument Manager via email on catherine.mason@hes.scot or shona.menzies@hes.scot or phone 01786 842 862.

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.