**Gallery Attendants**

Salary £21,055 per annum (£10.90 per hour) (Band 8)

Working from a choice of 2 days, 3 days, 4 days, or 5 days per week

Fixed Term (initially to 30/06/23 - extension to 07/01/24 possible)

Plus generous benefits package

**ABOUT THE ROLE**

**Enhancing Visitor Engagement at National Galleries of Scotland**

We are now recruiting for a range of part-time and full-time Gallery Attendant positions to be part of our friendly and dedicated team supporting our new exhibitions. If you have proven experience in a visitor attraction, or in the retail or hospitality sector combined with excellent interpersonal and communication skills, we want to hear from you.

As a Gallery Attendant you’ll provide a consistently excellent and engaging experience, ensuring visitors always have a safe and enjoyable visit whilst keeping our art secure. You will be working across all four of our amazing Galleries based in the heart of Edinburgh.

Whilst these roles will initially be until the 30th June 2023 it is anticipated these will be extended until the 07th January 2024.

**THE DIFFERENCE YOU’LL MAKE**

**Our Vision**

National Galleries of Scotland Security and Visitor Services Team provide an exceptional visitor experience and service. The team embodies our strategy ‘We make art work for everyone’, in protecting our art, people and our buildings and ensuring an inclusive welcome for all.

**Our Mission**

National Galleries of Scotland Security and Visitor Services team exists to enable our visitors to explore, experience and enjoy our artwork safely and securely at our various Galleries. The department has three key areas of responsibility:

* **Visitor Engagement**: aiming to deliver an exceptional experience to all our visitors in a welcoming, inclusive, and informative environment.
* **Security**: endeavouring to keep people, our buildings and works of art safe, responding effectively to risk.
* **Income generation**: encouraging donations, selling tickets for paying exhibitions, and signing up visitors to our Friends scheme.

In all that you do, you'll support your colleagues by welcoming visitors, helping them enjoy their experience of the National Galleries of Scotland and making the most of their visit. Reporting to Supervisors and Duty Managers you will:

* Be present in the galleries as the public face of the National Galleries of Scotland and look for opportunities to actively engage visitors.
* Support, implement and explain gallery rules and regulations.
* Provide invigilation cover across the galleries, safeguarding art from damage.
* Build knowledge of exhibitions and displays communicating this effectively to a diverse range of audiences.
* Maintain a high standard of presentation in the galleries calling on supervisory support when required.
* Keep up to date with current exhibitions, what’s on, general tourist information and actively promote the shops, cafés, and the benefits of the Friends scheme.
* Look after the security and safety of people, responding effectively to risk.
* Be prepared to assist in safe evacuation of our buildings in the event of any incident or emergency.
* Undertake light cleaning and occasional light lifting duties.

**WHO WE ARE LOOKING FOR**

In answering our quick application questions, will allow us to learn more about you, how you meet the requirements, and what you will bring to the role. This will be your opportunity to stand out as well as tell us what you are looking for from us. To succeed in this role, you’ll need the following range of knowledge, skills, and experience:

While an interest in art would be great it’s not essential. However, you must be:

* Passionate about offering outstanding customer care and visitor engagement in a busy gallery environment.
* An excellent communicator with superb interpersonal skills. Demonstrate the ability to talk to a wide range of people, engaging with them about the National Galleries of Scotland’s exhibitions and activities.
* Confident working in a busy visitor environment.
* A strong team player with the ability to build good working relationships with colleagues and those in other departments to ensure the best possible visitor care is delivered.
* Able to work independently using own initiative showing a proactive, positive, and flexible approach to work.
* Willing to develop knowledge of National Galleries of Scotland’s collection, exhibitions, and activities.
* Understanding of the principles of equality and diversity in relation to visitors’ needs and have an inclusive and welcoming approach to all visitors and colleagues.
* Proficient IT skills MS Office.
* Knowledge of another language (e.g. Gaelic) is desirable but not essential.

**ABOUT US**

The National Galleries of Scotland (NGS) is home to one the world’s finest collections of art, which ranges from the Middle Ages to the present day. Our spectacular buildings house the world’s greatest collection of Scottish art, and a world-renowned collection of Scottish and international photography, welcoming many visitors to our three principal sites in Edinburgh: the Scottish National Gallery, the Scottish National Gallery of Modern Art, and the Scottish National Portrait Gallery. The National Galleries of Scotland aims to preserve, display, and augment the collections for the enjoyment and education of the widest possible public and to maintain NGS as a centre of excellence.

This is an exciting period of renewal for NGS, as we move forward with our engaging strategic vision that puts our audience at the heart of what we do. We’re making it our mission to broaden our impact, matching our rich collections, expertise and creativity to the needs and wants of our visitors. We’re finding new ways to connect with more people, and creating an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

‘Art for Scotland: Inspiration for the world’ is Our Vision. Inclusive, original, and ambitious – we will make the national collection accessible to all and inspire curiosity across the world.

At NGS we are committed to looking at how we operate as well as how we engage with our visitors and communities. We want to play our part in tackling the Climate Emergency. We will ensure Equality, Diversity, and Inclusion (EDI) is embedded across our organisation, ensuring everyone feels a sense of belonging and can be themselves.

NGS are working towards reducing our environmental impact and aim to have net-zero carbon emissions before 2045. Our response to the Climate Emergency and EDI is integral to our work and all our colleagues and departments play a part in achieving this. Our primary Climate Emergency focus areas are engaging our communities, improving our operations, and adapting to future climate changes.

**WHAT’S ON OFFER FOR YOU**

Our colleagues will tell you great things about working here. We aim to ensure the National Galleries of Scotland is a great place to work, where our people thrive in a culture where we are trusted, empowered, and engaged to achieve our true potential. We want to tell you what we can offer you. We offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

**Salary**
£21,055 per annum pro rata which equates to £10.90 per hour.

**Hours**
You’ll be able to choose from a number of days per week to suit your lifestyle. Opportunities to work 2 days (15 hours), 3 days (22.5 hours), 4 days (30 hours), or 5 days (37 hours) per week are available. Hours are normally 08.45 a.m. to 5.15 p.m. per day excluding a one-hour unpaid lunch break each day. Weekend work and flexibility with a working schedule are essential and some early evening work may be required.

**Holidays**
When you first join, you’ll get 25 days annual leave per year plus 11.5 public and privilege holidays pro-rata depending on hours. After 5 years your annual leave will increase to 30 days pro rata.

**Where you’ll be based**

You’ll work across all four of our Galleries based in the heart of Edinburgh - the Scottish National Gallery, Scottish National Portrait Gallery, and the Scottish Gallery of Modern Art. Free car parking is only available at the Scottish Gallery of Modern Art.

**Pension**
We are a [Civil Service Pension](https://www.civilservicepensionscheme.org.uk/?msclkid=c66726e5d05f11eca5bc876f849a8989) employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include [generous employer contributions](https://www.civilservicepensionscheme.org.uk/your-pension/managing-your-pension/contribution-rates/) to your future pension, life assurance, and options to increase your pension. If you join the alpha Civil Service pension scheme our contribution will be 27.1% for this role.

**Other benefits**

Family friendly working policies, free or discounted entry to various visitor attractions, staff discount at our shops and cafés, Cycle to Work Scheme, wellbeing support and services including our Employee Assistance Programme.

**The closing date for completed applications is 12 noon on Monday, 20 March 2023.**

*Please note that the successful candidate will be subject to Basic Disclosure Scotland security clearance.*



*National Galleries of Scotland is a charity registered in Scotland (No. SC003728)*