



Security Attendant

Full-time, Permanent

Salary £22,957 per annum plus 20% shift allowance

Plus generous benefits package

About the role

Every day we create connections with our visitors and our colleagues. From world class art to extraordinary buildings, we have plenty to inspire people at our galleries - the National, Portrait, and Modern.

If you have previous experience with excellent customer service skills, we want to hear from you. The ideal candidate will also have some security experience. You will be working across all four of our amazing Galleries based in the heart of Edinburgh. You'll be part of our enthusiastic and dedicated team.

The main purpose of the Security & Visitor Engagement team within the Galleries is to provide security for the displays and to welcome, assist and ensure visitors always have a safe and enjoyable visit whilst keeping our art secure.

The difference you'll make

In all that you do, you'll support the team, reporting to the Shift Supervisor you will:

- Supervise members of the public to ensure the safety of the collections and regulation of those failing to comply with the Gallery's conditions of entry.
- Provide a high standard of visitor care, maintaining a professional front and being the public face of the National Galleries of Scotland. Welcoming visitors, answering queries and orientation.
- Staffing fixed duty or access points including searching incoming baggage or containers as necessary.
- Monitor fire and security alarm panels, CCTV systems and maintenance of accurate records.
- Ensure the safety and security of the collection by visual monitoring and operation of control room equipment.
- Be proactive in keeping up to date with our exhibitions, events and displays and to engage with the public on these, whilst also remaining vigilant.
- Assist the public in emergency situations.
- Supervise contractors and tradespeople.
- Patrol the galleries in silent hours and dealing effectively and calmly with situations as they arise.
- Light cleaning and portering duties.
- Adhere to Health and Safety guidelines.

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

VAT No. GB1001904 82

Who we are looking for

To succeed in this role, you'll need the following range of knowledge, skills, and experience:

- Previous experience of working within a customer service or retail environment.
- Excellent interpersonal / communication skills (written and oral).
- Ability to use initiative and work well as part of a team.
- Flexible approach to the job.
- Helpful manner with colleagues and the public.
- Good IT skills.

It would also be great if you have:

- Security experience.
- Knowledge and appreciation of art.
- First Aid qualification or be willing to undertake training to obtain.
- Willingness to work occasional overtime assisting at evening functions.
- Full driving licence.

We are National Galleries of Scotland

Our three Edinburgh galleries are the National, Modern and Portrait. We house and look after Scotland's amazing world-class art collection – one of the finest in the world. Step inside and explore treasures from Botticelli and Titian to the very best modern art to contemporary portraits of pop culture icons. And, as you'd expect, the world's greatest collection of Scottish art, our national collection. We also have an outstanding collection of Western art from the late Middle Ages to the present day.

We're a space for thinking, dreaming, doing, and playing. Soak up the art. Meet friends in the cafés. Have a family picnic surrounded by the sculptures in the Modern grounds. Be inspired by our amazing art films. Choose your own experience. There is no one way to enjoy Scotland's national collection. We are yours to discover.

As well as displaying our art at our three Edinburgh sites, we also share it through an active programme of partnership across Scotland, the rest of the UK and abroad, as well as online.

We conserve and research our collections and we are committed to reaching the widest possible audience through our ambitious plans. Visitor numbers to our sites in Edinburgh totalled an average of 2.5m visitors a year in the years prior to the global pandemic.

What's important to us

We make art work for everyone. That's our purpose and it drives everything we do. This is an exciting time for us, as we move forward with our engaging strategic vision: Art for Scotland: Inspiration for the World.

We're putting our audience at the heart of what we do. Matching Scotland's rich collection, our expertise and creativity with the needs and wants of our visitors. Finding new ways to connect with more people and create an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

We're committed to looking at how we operate as well as how we engage our audiences. We will play our part in tackling the Climate Emergency, and we're embedding Equality, Diversity, and Inclusion (EDI) in the way we work. We want everyone to feel a sense of belonging and freedom to be themselves at work or at play with us.

What's on offer for you

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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 offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

Salary

£22,957 per annum + 20% shift allowance.

Hours

42 hours per week including a one hour break each day. Please note that this position involves shift work on a rotating pattern of 2 days on, 2 nights on, 4 days off.

Holidays

When you first join, you'll get 36.5 days holidays pro-rata depending on hours (this includes public and privilege holidays). After 5 years your annual leave will increase by 5 days.

Where you'll be based

You'll work across all of our Galleries based in the heart of Edinburgh - the National, Portrait, and Modern (One and Two).

Pension

We are a Civil Service Pension employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include generous employer contributions 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 Tuesday, 13 February 2024

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



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