



## Gallery Attendant vacancies

Salary £25,081 per annum pro rata (£12.99 per hour)(From 01 April 2024)

Plus generous benefits package

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

Fixed Term vacancies are available:

- Mid-May 2024 to end September 2024
- Mid-May 2024 to end February 2025
- and July 2024 to end October 2024

### About the roles

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 exhibitions. If you have proven experience in a visitor attraction, 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.

Working in our Security and Visitor Experience department, the team exists to enable our visitors to explore, experience and enjoy our artwork safely and securely at our various Galleries. The team's three key responsibilities are:

- **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.

### The difference you'll make

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

- 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, providing 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

While an interest in art would be great it's not essential. However, to succeed in this role, you'll need the following range of knowledge, skills, and experience:

- Proven experience in a visitor attraction, retail, or hospitality sector and confident working in a busy visitor environment with an outgoing personality.
- Passionate about offering outstanding customer care and visitor engagement.
- An excellent communicator with superb interpersonal skills. Demonstrate the ability to talk to a wide range of people, engaging with them about our exhibitions and activities.
- A strong team player with the ability to build good working relationships with all colleagues 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 our 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.

## 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

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**  
£25,081 per annum pro rata which equates to £12.99 per hour (From 01 April 2024).
- **Hours**  
You'll be able to choose 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 may be available. Hours are normally 08.45 a.m. to 5.15 p.m. per day with 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 join, you'll get 36.5 days holiday per year pro-rata depending on hours (this includes public and privilege holidays).
- **Where you'll be based**  
You will 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 Monday, 01 April 2024.**

*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)*