NATIONAL GALLERIES OF SCOTLAND

**NGS Trading**

**ECOMMERCE WAREHOUSE ASSISTANT (Band 8)**

**FIXED TERM 24 hours per week (March 2023)**

The National Galleries of Scotland (NGS) is home to one the world’s finest collections off 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.

This role will be based mainly at our Retail Warehouse with some on site working at the Ecommerce office. The role will be to support the Ecommerce department with stock movement, order fulfilment and customer service. This role will act as support and liaison between warehouse and ecommerce for stock.

This role will also cover customer service for annual leave and support as required during seasonal busy periods.

This role will be line managed by Photography and Licensing Manager who is responsible for Ecommerce, you will also work closely with Ecommerce Assistant and the Warehouse Manager.

**KEY RESPONSIBILITIES**

To support the Retail Warehouse and Ecommerce Team

To ensure security of stock, equipment and property within the warehouse

To carry out warehouse and ecommerce administration tasks where required

To cover annual leave for customer service assistant (phone and email)

To ensure the National Gallery Scotland Health and Safety at work policies are observed within the Retail warehouse

Reporting any damaged or missing goods to Warehouse Managers or Supervisors

Keeping the warehouse environment clean and tidy and maintaining equipment

Assisting with warehouse inventory controls, which typically involves using a hand-held scanner

Treating merchandise with care and concern at all times

Storing and rotating stock according to established procedures

**KNOWLEDGE, SKILLS AND EXPERIENCE**

The following range of knowledge skills and experience are required. Please ensure these are reflected in your application. Short listing for interview will be based on meeting these requirements.

**Essential**

1. Experience of using administrative procedures relevant to a shop or warehouse environment, which include using stock databases, Microsoft office software (Outlook, Teams etc)
2. Proven experience working in a warehouse/customer service role or similar

* Good interpersonal / communication skills
* Good numeracy skills
* Ability to use initiative
* High standards of accuracy and attention to detail
* Flexible approach to the job
* Enthusiasm

1. Helpful manner
2. Team player
3. The role requires a degree of fitness and the warehouse work will be mainly standing/lifting

**Selection Procedures:** The applicants who meet the criteria based on the job description and the person specification and who demonstrate this in their written statement will be selected for interview**.**

**SUMMARY TERMS AND CONDITIONS**

Salary £19,976 Per annum pro rata

Starting salaries will normally be at the minimum or at a rate that reflects qualifications and/or experience which are of special value for the post and which are above minimum entry requirements.

Hours 24 hours per week inclusive of lunch breaks

Annual Leave 25 days per annum & 11.5 public and privilege holidays FTE, pro-rata depending on hours

Pension Civil Service pension provisions enables the National Galleries of Scotland to offer a choice of occupational and stakeholder pensions, giving you the flexibility to choose the pension that suits you best.

**The closing date for completed applications is Sunday 6 February 2022**

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

