NATIONAL GALLERIES OF SCOTLAND

**NGS Trading**

**RETAIL ASSISTANTS (BAND 8)**

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| **FIXED TERM (4 MONTHS), PART TIME,**  **Working from a choice of two patterns either:** |  |  |  |  |  |  |  |
| Pattern 1 (4 hours a day) - 2 days, 3 days or 4 days a week from 12 noon to 4.00 p.m. each day. | | | | |  |  |  |
| Pattern 2 (7 hours a day) - 3 days or 4 days a week from 09.30 a.m. to 5.30 p.m. | | | | | |  |  |
| Please indicate in your supporting statement if you have a preference of working pattern  and/or how many days you can work. | | | | | | | |

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.

The National Galleries of Scotland’s Retail Department is responsible for ensuring the effective and efficient management of the Galleries’ retail operation, which embraces four shops, an online shop, events, NGS Publications, product development, buying and stock management for the National Galleries of Scotland.

Each shop is staffed by a small team of retail assistants, a supervisor and a manager. A Retail Assistant is expected to work flexibly undertaking a range of tasks from providing visitor services and customer transactions to generally supporting the Shop Manager in the efficient running of a Gallery shop. We aim to enhance the visitor experience, deliver excellent customer service and achieve our sales and profit potential.

**Responsibilities**

* To provide excellent customer service, to attain/sustain 5-star accreditation, to deliver a high standard of visitor service in keeping with the standards and aims and objectives of the NGS.
* To contribute to the achievement of sales targets by undertaking a range of tasks including till operations, cash handling, customer services
* To ensure the safety and security of NGS cash, stock, equipment, property and colleagues within the shop/ticketing area.
* To maintain the standards of merchandising, display and housekeeping required by the NGS.
* To carry out cash handling procedures ensuring the accuracy of cash holdings and takings.
* To ensure that stock is well maintained by processing deliveries, transfers and adjustments.
* To work as a team on shop operations, customer experience, retail standards and shop performance.

**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**

* Ability to deal positively and effectively with customer enquiries
* Good interpersonal / communication skills
* Helpful manner
* Experience of working within a customer services or retail environment
* Good numeracy skills
* High standards of accuracy and attention to detail
* Knowledge of visual merchandising
* Previous cash handling experience
* Experience of using administrative procedures relevant to a shop environment
* Team player
* Ability to plan and prioritise tasks

**Desirable**

* Knowledge and appreciation of art
* Flexible approach to the job
* Gaelic /Foreign language or BSL skills

Applicants are asked to provide a written statement saying how their skills match the person specification and demonstrate the value and relevance of their experience to the post.

**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 £20,828 per annum pro rata

Hours Various hours and working patterns available

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 29th May 2022**

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)*

