###### NATIONAL GALLERIES OF SCOTLAND SECURITY & VISITOR SERVICES DEPARTMENT

###### GALLERY ATTENDANT SHIFT (BAND 8) FULL-TIME, FIXED TERM UNTIL FEB 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.

The main purpose of the Security & Visitor Service within the Galleries is to provide security for the displays and to welcome, assist and supervise visitors.

The holder of the post is responsible to the Shift Supervisor of the Gallery. The main purpose of the Gallery Attendant is to provide security and help to visitors to the Galleries.

**KEY RESPONSIBILITIES:**

1. Supervision of 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.

2. Providing a high standard of visitor care, maintaining a professional front and being the public face of the National Galleries. Welcoming visitors, answering queries and orientation.

3. Staffing fixed duty or access points including searching incoming baggage or containers as necessary.

4. Monitoring fire and security alarm panels, CCTV systems and maintenance of accurate records.

5. Ensuring the safety and security of the collection by visual monitoring and operation of control room equipment.

6. Assistance to the public in emergency situations.

7. Supervision of contractors and tradespeople.

8. Patrolling the galleries in silent hours and dealing effectively and calmly with situations as they arise.

9. Light cleaning and portering duties.

10. Adherence to Health and Safety guidelines.

11. To be proactive in keeping up to date with NGS exhibitions, events and displays and to engage with the public on these, whilst also remaining vigilant.

12. Any other duties appropriate to the post.

**Knowledge, skills and experience:**

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

**Essential**

* Previous experience of working within a Customer Services environment
* Excellent interpersonal / communication skills (written and oral)
* Ability to use initiative
* Flexible approach to the job
* Enthusiasm

1. Helpful manner with colleagues and the public
2. Team player

**Desirable**

1. Security experience
2. 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
* Good I.T. skills
* Full driving licence

**SUMMARY TERMS AND CONDITIONS**

**CONTRACT: Fixed Term until 28.2.2023**

**HOURS:** 42 Hours per week including breaks averaged over an 8 week period.

**Please note that this position involves shift work on a rotating pattern of 2 days on, 2 nights on, 4 days off.**

**PAY:** £20,828 per annum (plus 20% shift and weekend attendance).

**ANNUAL LEAVE:** 25 days per annum (full year equivalent).

Staff receive 11.5 public and privilege holidays per annum pro rata (full time equivalent).

**PENSION:** Civil Service pension provisions enables the National Galleries of Scotland to offer a choice of pensions, giving you the flexibility to choose the pension that suits you best.

*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)*

