NATIONAL GALLERIES OF SCOTLAND

**Visitor Assistant Supervisor**

Security & Visitor Services

Full-time, Permanent

Salary £23,771 - £24,825 per annum (Band 7)

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.

If you have supervisory experience working in a public facing role using excellent customer service and communication skills, we want to hear from you. We’re looking for an experienced Supervisor to lead and motivate a team of approximately 20 Visitor Assistants working across all four of our amazing Galleries based in the heart of Edinburgh.

You'll be part of our enthusiastic and dedicated team responsible for enabling our visitors to explore, experience and enjoy the National Galleries of Scotland.

As the Visitor Assistant Supervisor, you will lead by example providing an exceptional welcome and seize all opportunities to grow income by encouraging donations, promoting the benefits of membership, and selling tickets for exhibitions.

**THE DIFFERENCE YOU’LL MAKE**

In all that you do, you'll support the delivery of an exceptional visitor experience through strong and motivational line management. Working with the Duty Manager you will:

* Assist in managing the team respond to visitor enquiries and feedback (in person, by phone and via email).
* Provide direction to your team to ensure the best possible welcome and experience every time we engage with our visitors and colleagues.
* Supervise and develop the Visitor Assistants to deliver against income targets for donations, Friends scheme recruitment and ticket sales.
* Create efficient and effective staff rotas to ensure the team are resourced and equipped to deal successfully with enquiries and customer engagement.
* Assist in creating a culture of creativity and commercial awareness.
* Communicate effectively and proactively across departments, gathering, and sharing information with other visitor-facing colleagues.
* Follow departmental cash handling procedures and perform accurate reconciliations.
* Ensure all customer data is collected in line with GDPR and our guidelines.

**WHO WE ARE LOOKING FOR**

In your supporting statement tell us more about you, how you meet the requirements, and what you will bring to the role. This will be your opportunity to stand out as well as tell us what you are looking for from us. To succeed in this role, you’ll need the following range of knowledge, skills, and experience:

* Whilst an interest in art would be great it’s not essential. However, you must have practical experience of successfully supervising teams within a visitor experience, Retail and/or customer service organisation.
* With experience of managing performance, you’ll be interested in people and be confident in engaging with staff to provide motivation and inspiration to deliver information and achieve sales.
* Strong proven direct sales experience, achieving sales targets and competence in using sales operating systems.
* A creative and pragmatic approach to problem solving, you will work well in a busy environment with strong organisational skills
* Ability to prioritise your own and the team’s workload.
* Excellent communicator with outstanding interpersonal and written skills.
* High degree of IT skills, proficient in MS Office.
* Accurate with figures and experience of cash handling and other methods of payment.

**ABOUT US**

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

NGS are working towards reducing our environmental impact and aim to have net-zero carbon emissions before 2045. Our response to the Climate Emergency and EDI is integral to our work and all our colleagues and departments play a part in achieving this. Our primary Climate Emergency focus areas are engaging our communities, improving our operations, and adapting to future climate changes.

**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 want to tell you what we can offer you. We offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

**Salary**  
£23,771 - £24,825 per annum. Starting salaries will normally be at the minimum rate depending on experience.

**Hours**  
37 hours per week excluding a one-hour unpaid lunch break each day. Weekend work and flexibility with working schedule are essential and some early evening work may be required.

**Holidays**  
When you first join, you’ll get 25 days annual leave per year plus 11.5 public and privilege holidays pro-rata depending on hours. After 5 years your annual leave will increase to 30 days.

**Where you’ll be based**

You’ll work across all four of our Galleries based in the heart of Edinburgh - the Scottish National Gallery, Scottish National Portrait Gallery, and the Scottish Gallery of Modern Art.

**Pension**  
We are a [Civil Service Pension](https://www.civilservicepensionscheme.org.uk/?msclkid=c66726e5d05f11eca5bc876f849a8989) employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include [generous employer contributions](https://www.civilservicepensionscheme.org.uk/your-pension/managing-your-pension/contribution-rates/) 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.

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

**The closing date for completed applications is Tuesday, 06 December 2022**

Interviews will be held on 15 and/or 16 December 2022.

Graphical user interface, text, application

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