



Shop Manager

Fixed Term, Full Time (12 months)

Salary £27,119 - £29,582 per annum

Pay award pending, 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 at our Scottish National Gallery, Scottish National Portrait Gallery, and the Scottish National Gallery of Modern art.

If you have proven managerial/supervisory experience working in a retail environment combined with excellent interpersonal and communication skills, we want to hear from you.

We're looking for an experienced Shop Manager who has a people-focused approach to lead, coach and inspire a team of Retail Attendants to deliver an exceptional visitor experience through strong leadership.

As a member of our shop management team, you will be responsible for leading a team of sales staff to meet sales targets whilst simultaneously focusing on enhancing visitor experience and ensuring first-class customer care.

We aim to enhance the visitor experience, deliver excellent customer service and achieve our sales and profit potential.

The Difference you'll make

In all that you do, you'll support the delivery of an exceptional customer experience through strong and motivational line management.

- 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.
- Contribute to the achievement of sales targets by undertaking a range of tasks including till operations, cash handling, customer services
- Accountable for the safety and security of cash, stock, equipment, property and colleagues within the shop/ticketing area.
- Promote the standards of merchandising, display and housekeeping required.

- Accountability for cash handling procedures ensuring the accuracy of cash holdings and takings.
- Ensure that stock is well maintained by processing deliveries, transfers and adjustments.
- Work with the shop manager on shop operations, customer experience, retail standards and shop performance.
- To ensure that gallery and retail policies, standards and practices are communicated effectively to shop staff and that they are applied fairly and consistently.

Who we are looking for

In answering our quick questions 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:

- Excellent standards of customer service
- Experience of applying customer care strategies in a retail environment
- High standards of accuracy and attention to detail
- Experience of visual merchandising, product planning and monitoring
- Previous cash handling experience
- Experience of retail administrative management systems and processes including product stock control and monitoring, ordering and reporting.
- Ability to plan effectively to meet targets
- Experience in the utilisation of IT systems in a retail environment
- Experience in managing and developing staff

It would also be great if you have:

- Knowledge and appreciation of art
- Flexible approach to the job
- Foreign language or BSL skills

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 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

£27,119 - £29,582 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. working variable days over a seven-day pattern. 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 will be based at the Modern, Edinburgh, EH4 3DS. However, you will be required to work across all four of our Galleries based in the heart of Edinburgh - the National and the Portrait.

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.

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

The closing date for completed applications is 12 noon on **Monday 28th August 2023**



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