



Visitor Assistants

Salary £22,845 per annum (£11.83 per hour) – pay award pending
Working from a choice of 2 days, 3 days, 4 days, or 5 days per week
Fixed Term (to either 26/02/24 or 31/03/24)
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 proven experience working in a public facing role within a front-line, retail, sales, customer services or entertainment environment using excellent customer service and communication skills, we want to hear from you. You will have a confident, outgoing personality and enjoy connecting with people.

Working across the Galleries at each of the building's entrances, and on the Switchboard, the Visitor Assistant is responsible for providing an excellent welcome and leaving experience for our visitors. You will provide outstanding service and information, answer queries, and will actively sign-up new Friends, encourage donations, sell tickets and other products.

You **must** be available to start with us at the end of November / beginning of December. These fixed term contracts are to either 26 February 2024 or 31 March 2024.

The difference you'll make

Our Vision

National Galleries of Scotland Security and Visitor Services Team provide an exceptional visitor experience and service. The team embodies our strategy 'We make art work for everyone', in protecting our art, people and our buildings and ensuring an inclusive welcome for all.

Our Mission

National Galleries of Scotland Security and Visitor Services team exists to enable our visitors to explore, experience and enjoy our artwork safely and securely at our various Galleries. The department has three key areas of responsibility:

- **Visitor Engagement:** aiming to deliver an exceptional experience to all our visitors in a welcoming, inclusive, and informative environment.
- **Security:** endeavouring to keep people, our buildings and works of art safe, responding effectively to risk.
- **Income generation:** encouraging donations, selling tickets for paying exhibitions, and signing up visitors to our Friends scheme.

In all that you do, you'll support your colleagues by welcoming visitors, helping them enjoy their experience and making the most of their visit. Reporting to Supervisors and Duty Managers you will:

- Provide welcoming and engaging conversations with our visitors at the entrances, on the phone and via email giving advice and answering queries.
- Actively promote our Friends scheme and convert visitors into Members.
- Drive satisfied visitors to make donations to our boxes situated at the entrance/exit to the Galleries.

- Sell tickets and other products.
- Seek out all NGS related content gaining knowledge to act as an ambassador about our galleries, our collection and exhibitions, events, our shops and cafes and other activities.
- Communicate with colleagues across departments to gather information to answer visitor enquiries.
- Share knowledge and expertise with team members to improve understanding across the department.
- Accurately collect all customer data in line with GDPR and NGS guidelines.
- Follow departmental cash handling procedures performing accurate reconciliations.

Who we are looking for

To succeed in this role, you'll need the following range of knowledge, skills, and experience:

- Outstanding interpersonal skills enabling you to engage with people to provide information and deliver sales.
- Previous experience of working within a front-line, retail, sales, customer services or entertainment environment.
- Be a strong communicator in person, in writing and over the telephone.
- Competent at using office systems such as Office 365.
- Have the resilience to positively respond to challenges and prioritise operational demands.
- Work well in a busy environment with strong organisational skills.
- Accurate with figures and experience of cash handling and other methods of payment.
- Enjoy working as part of a team and with the public.
- Flexible approach to the job and be able and willing to work weekends, evenings and any required overtime.

It would also be great if you have:

- Knowledge of Gaelic and/or other languages is desirable but not essential.
- Knowledge and appreciation of art

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 offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

Salary

£22,845 per annum pro rata which equates to £11.83 per hour (pay award pending).

Hours

You'll be able to choose from a number of days per week to suit your lifestyle. Opportunities to work 2 days (13 hours), 3 days (19.5 hours), 4 days (26 hours), or 5 days (32.5 hours) per week are available. Hours will be 09.45 a.m. to 5.15 p.m. per day excluding a one-hour unpaid lunch break each day. In addition, there will be some days working an hour extra starting at 08.45 a.m. to provide switchboard cover.

Weekend work and flexibility with a 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 pro rata plus 11.5 public and privilege holidays pro rata depending on hours. After 5 years your annual leave will increase to 30 days pro rata.

Where you'll be based

You'll work across all of our Galleries based in the heart of Edinburgh - the National, Portrait, and Modern (One and Two).

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.

The closing date for completed applications is 12 noon on Tuesday, 31 October 2023

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)