



## **Retail Assistant**

**January – March 2024**

Fixed term, Part-time (16 hours)

Salary £22,957 per annum pro rata

Plus generous benefits package

### **About the role**

Every day we create connections with our visitors and our colleagues. From world class art and sculpture trails to relaxing cafes, stylish shops, and a varied events programme, our four amazing Galleries based in the heart of Edinburgh have plenty to inspire people.

If you have proven Retail or customer service experience, we want to hear from you. You must be passionate about providing the best possible experience every time you engage with our visitors. You'll be outgoing and enjoy making our visitors feel welcome.

### **The difference you'll make**

In all that you do, you'll support the Retail Team by providing excellent direct customer services. Reporting to the Shop Manager your responsibilities will include:

- Working flexibly undertaking a range of tasks including providing customer information, counter sales, cash taking and till operations, ensuring high standards of customer service in keeping with our standards, aims, and objectives.
- Developing and maintaining a thorough knowledge of all products to be able to identify features and benefits and introduce appropriate linked sales.
- Contributing to the achievement of sales targets by proactively promoting our shop products and/or tickets.
- Ensuring the security of our cash, stock, equipment, and property within the shop/ticketing area.
- Maintaining the standards of merchandising, display and housekeeping required.
- Carrying out ticketing and/or shop administration procedures and activities including maintaining records of stock transfers and adjustments, banking procedures, purchase order procedures, stock records and cashing up tills.
- Receiving, checking, and pricing deliveries, ensuring that stock is well maintained and securely stored.
- Assisting the Shop Manager and/or Supervisor to improve customer service, selling and retailing standards and shop performance generally through providing customer feedback and contributing ideas to improve the performance and smooth running of the shop.
- Checking tickets upon entry to the exhibition to ensure the ticket is valid and assisting visitors as necessary.

### **What we are looking for**

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

- Proven experience of working within a retail or customer services environment.
- Knowledge of visual merchandising.

**[nationalgalleries.org](https://nationalgalleries.org)**

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- Previous cash handling experience.
- Ability to deal positively and effectively with customer enquiries.
- Good interpersonal / communication skills and a helpful manner.
- Experience of using administrative procedures relevant to a shop environment.
- Good numeracy skills with high standards of accuracy and attention to detail.
- Ability to plan and prioritise tasks.

#### Desirable

- Knowledge and appreciation of art
- Flexible approach to the job
- Gaelic /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 offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

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## Salary

£22,957 per annum pro rata (£11.89 per hour)

## Hours

16 hours per week working 12.00 p.m. - 16.00 p.m. on a variable working pattern. Weekend work and flexibility with working schedule are essential and some evening work will be required.

## Holidays

When you first join, you'll get 36.5 days holidays pro rata (this includes public and privilege holidays). After 5 years your annual leave will increase to 41.5 days pro rata.

## Where you'll be based

You will initially be based at the Portrait, 1 Queen Street, Edinburgh, EH2 1JD. However, you will be required to work across all four of our Galleries based in the heart of Edinburgh - the National, Portrait, and Modern.

## 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 Wednesday 3 January 2024.**

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



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