



Gallery Traffic Attendant

Permanent, Part-time (26.25 hours)

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

Plus, generous benefits package

About the role

We are looking for an experienced traffic / security professional to join our team working in an amazing location in the heart of Edinburgh amongst magnificent, listed buildings.

Working mainly on the Mound Precinct, you will be responsible for safely managing vehicle access and egress outdoors while providing security and helping visitors to the Galleries. The position can be physically demanding as you will be standing for most of your shift and a love of working outdoors is a must.

You will be an important point of contact for all visitors therefore excellent customer service and strong communication skills are required. The role also involves maintaining accurate records and interacting with contractors and tradespeople in accordance with daily schedules. Strong health and safety awareness is required.

The difference you'll make

Reporting to the Gallery Supervisor your responsibilities will include:

- Providing a high standard of security and visitor care, maintaining a professional manner and being the public face of the National Galleries of Scotland whilst welcoming and assisting visitors.
- Exercising control over vehicles entering and leaving the Mound Precinct.
- Supervising of contractors and trades people.
- Staffing fixed duty or access points including searching incoming baggage or containers as necessary.
- Maintaining accurate records.
- Assisting the public in emergency situations and resolving customer concerns and complaints.
- 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.
- Manual handling tasks as well as light cleaning and portering duties.
- Adherence to Health and Safety guidelines.
- Proactively keeping up to date with our exhibitions, events and displays and to engage with the public on these, whilst also remaining vigilant.

Who we are looking for

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

- Proven experience in traffic control management is essential.
- Previous experience of working within a Customer Services environment.

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- Security experience and knowledge of Health & Safety guidelines.
- Strong communication skills and ability to relate to visitors in a friendly and professional manner.
- Ability to use initiative, work independently and have the resilience to positively respond to challenges.
- 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 and appreciation of art.
- Knowledge of Gaelic and/or other languages is desirable but not essential.
- First Aid qualification or be willing to undertake training to obtain.

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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VAT No. GB1001904 82

Salary

£22,957 per annum pro rata which equates to £11.89 per hour.

Hours

26.25 hours per averaged, Thursday Friday Saturday and alternate Wednesday's. Working hours are 7.45 a.m. to 4.15 p.m. each day.

Holidays

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

Where you'll be based

You will be based at the National in the Mound however, you may 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 Monday, 29 January 2024.

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



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