



Hospitality and Events Assistant

Full-time, Permanent

Salary £27,363 - £28,491 per annum

Plus generous benefits package

Hybrid / flexible working

About the role

We have a rare opportunity to join our dedicated team of Events professionals. You will support in the delivery of [event experiences](#) across all our amazing Galleries based in the heart of Edinburgh.

If you have experience working in a public facing role within events, sales, admin, or hospitality providing exceptional customer service we want to hear from you. You will have a confident, outgoing personality and enjoy connecting with people.

You will thrive working in a team and either be looking for your first step into Events or to progress your Events career. A positive attitude, self-motivation, and a willingness to learn new skills are more important than experience. However, you must have excellent administrative and organisational skills with a keen eye for detail.

In Events we have a strong team culture where you would be welcomed and supported. We have a friendly and professional working environment where continuous improvement is encouraged.

The difference you'll make

Reporting to the Hospitality and Events Manager your responsibilities will include:

- Assisting with administrative tasks associated with event planning and running of events.
- Monitoring the Events inbox, directing enquiries where required.
- Updating the events calendar and lists to ensure they are accurate.
- Assisting with providing proposals for clients, including fees, suitable contractors for use at events and providing quotes for associated event costs.
- Showing clients around the gallery venues, presenting options and discussing event arrangements, issuing written confirmation of bookings, agreements and invoices.
- Managing the centralised events diary and circulating details of events bookings to relevant parties.
- Providing hands-on assistance at evening events when required, overseeing all arrangements are carried out safely, efficiently and at no risk to the Galleries.
- Assisting the Events team by producing schedules for each event as well as overseeing events, in liaison with clients and relevant Gallery staff.
- Attending Event meetings, producing agendas, taking minutes and producing action points.

Who we are looking for

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

- Efficient administrative skills and meticulous attention to detail.
- Previous experience of working in a public facing role within events, sales, admin, or hospitality providing exceptional customer service

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- Proven IT skills and aptitude as well as experience with database maintenance.
- Excellent organisational and time management skills.
- Outstanding interpersonal skills enabling you to engage with people to provide information and deliver events.
- Team player with ability to work collaboratively.
- Calm and efficient, and reliable under pressure.
- Willingness to work flexible hours from time to time, including unsocial hours particularly at events.

It would also be great if you have:

- Some experience in professional event organisation.
- An informed interest in culture and visual arts.
- Some knowledge of the museums and galleries sector.

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

£27,363 - £28,491 per annum. Starting salaries will normally be at the minimum rate depending on experience.

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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 36.5 days holidays per year (including public and privilege holidays). After 5 years your annual leave will increase to 41.5 days.

Where you'll be based

You will be based at the Portrait 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 28.97% 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, 01 July 2024.

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

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