



## Security Supervisor

Full-time and Permanent

Starting end of September 2024

Salary £29,598 - £32,286 per annum plus 20% shift allowance

Plus generous benefits package

### About the role

Do you have proven supervisory experience working in a visitor attraction, in retail or the hospitality sector? Do you have outstanding interpersonal skills, with experience of leading and motivating a team? Then we want to hear from you.

This position is an ideal opportunity for an experienced Supervisor to be part of our enthusiastic and dedicated Security team. It's not just about security - your excellent customer service skills will ensure a positive experience for visitors and colleagues.

You'll have a people-focused approach to lead, coach and inspire a team of Security Attendants supporting the delivery of an exceptional visitor experience through strong leadership while helping keep our people, art, and buildings safe and secure.

The Security team provide 24/7 cover, 365 days a year, working a rotating pattern of 12-hour shifts. Averaging 35 hours per week, the standard rota is made up of 2-day shifts / 2-night shifts followed by 6 days off and will include weekends, night work, Bank Holidays or Public Holidays as normal days of work. Teams also work 6 additional shifts flexibly throughout the year.

### The difference you'll make

Working closely with the Head of Security and with the Security Operations Manager across our Galleries, you will take responsibility for the smooth, secure, and safe running of our Galleries and your duties will include:

#### Operations Management

- Motivate, coach, and manage Security Attendants to ensure an exceptional standard of artwork care, safety, security and building presentation.
- Working on a rota basis, you will help deliver all aspects of public and asset safety and security through 24 hours, 7 days a week.
- Communicating effectively and proactively across departments, gathering, and sharing information with other visitor-facing colleagues.
- Being prepared to lead in safe evacuation of our buildings in the event of any incident or emergency.

## Security Systems

- Support Security Attendants by monitoring all security and safety systems including fire safety, CCTV, intruder alarms, and other building management systems.
- Responding to, and dealing effectively with system activations, taking prompt and appropriate action to resolve any issues.
- Have an up-to-date knowledge of all NGS operational procedures and requirements of any exhibitions, displays and events and coach and develop Security Attendants to gain and use their expertise to enhance security and deliver an excellent colleague and visitor experience.

## Team Management/Leadership

- Lead a team of Security Attendants including recruitment, induction, training, development, and performance.
- Manage the Security Attendants to ensure that best practice is followed regards health, safety, and welfare.
- Ensure the necessary security coverage, including arranging overtime as required, effective allocation of annual leave, and distribution of staff between locations.
- Support colleagues working as Gallery Supervisors.

## 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:

- While an interest in art would be great it's not essential. However, you must have previous experience of successfully supervising teams within a visitor experience, security, retail and/or customer service organisation.
- With experience of managing performance, you'll be interested in people and be confident in engaging with staff to provide motivation and inspiration to deliver information.
- A creative and pragmatic approach to problem solving, you will work well in a busy environment with strong organisational skills.
- Ability to prioritise your own and the team's workload.
- Excellent communicator with outstanding interpersonal and written skills.
- High degree of IT skills, proficient in MS Office.
- A fair, consistent, and helpful approach in dealing with people.
- Full Driving License.

It would also be great if you have:

- Knowledge of and understanding of security in a visitor-facing environment.
- First Aid qualification, or willingness to undertake training to obtain.
- Knowledge of another language (e.g. Gaelic) is desirable but not essential.

## **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**

£29,598 - £32,286 per annum plus 20% shift allowance. Starting salaries will normally be at the minimum rate depending on experience.

#### **Hours**

The Security team provide 24/7 cover, 365 days a year, working a rotating pattern of 12-hour shifts. Averaging 35 hours per week, the standard rota is made up of 2-day shifts / 2-night shifts followed by 6 days off and will

include weekends, night work, Bank Holidays or Public Holidays as normal days of work. Teams also work 6 additional shifts flexibly throughout the year.

### **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'll 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 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 Friday, 21 June 2024.**

*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)*