



Shop Manager

Full time, Permanent

Salary £29,598 - £32,286 per annum

Plus generous benefits package

Starting January 2025

About the role

Are you an experienced Shop Manager with a passion for Retail? Do you have a people-focused approach with the ability to lead, coach and inspire a team of Retail Assistants? If so, you may be just who we are looking for!

You must have proven managerial/supervisory experience working in a retail environment. You'll be comfortable managing staff, ensuring excellent customer service, and meeting sales targets. You will have excellent interpersonal and communication skills.

As a member of our shop management team, you'll be responsible for overseeing the day-to-day operations of the shops in our amazing Galleries based in the heart of Edinburgh. You'll be responsible for leading a team, whilst simultaneously focusing on enhancing visitor experience along with achieving our sales and profit potential.

The difference you'll make

In all that you do, you'll support the delivery of an exceptional visitor experience through strong leadership. Your duties will also include but not be limited to:

- Providing excellent customer service, to attain/sustain 5-star accreditation. Delivering a high standard of visitor service in keeping with the standards and aims and objectives.
- Contributing to the achievement of sales targets by undertaking a range of tasks including till operations, cash handling, and customer services
- Being accountable for the safety and security of cash, stock, equipment, property and colleagues within the shop/ticketing area.
- Promoting the standards of merchandising, display and housekeeping required.
- Accountability for cash handling procedures ensuring the accuracy of cash holdings and takings.
- Ensuring that stock is well maintained by processing deliveries, transfers and adjustments.
- Working with the shop management team on shop operations, customer experience, retail standards and shop performance.
- Ensuring that gallery and retail policies, standards and practices are communicated effectively to shop staff and that they are applied fairly and consistently.

nationalgalleries.org

National Galleries of Scotland is a charity registered in Scotland No. SC003728

VAT No. GB1001904 82

Who we are looking for

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

- You must have practical experience of successfully managing teams within a retail 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 and achieve sales.
- Excellent standards of customer service and experience of applying customer care strategies in Retail.
- Ability to prioritise your own and the team's workload.
- High standards of accuracy and attention to detail.
- Experience of visual merchandising, product planning and monitoring as well as cash handling.
- Experience of retail administrative management systems and processes including product stock control and monitoring, ordering and reporting.
- Ability to plan effectively to meet targets.
- High degree of IT skills, proficient in MS Office and experience in the utilisation of IT systems in Retail environment.

It would also be great if you have:

- Knowledge and appreciation of art
- Flexible approach to the job
- 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.

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

National Galleries of Scotland is a charity registered in Scotland No. SC003728
VAT No. GB1001904 82

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. Details specific to this role are:

Salary

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

Hours

35 hours per week excluding a one-hour unpaid lunch break each day working variable days over a seven-day pattern. 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 Modern (One and Two), at 73 and 75 Belford Road, Edinburgh, EH4 3DS where free car parking is available on site. However, you will be required to work across all four of our Galleries based in the heart of Edinburgh - the National and the Portrait.

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, 28 October 2024.

nationalgalleries.org

National Galleries of Scotland is a charity registered in Scotland No. SC003728
VAT No. GB1001904 82

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

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

National Galleries of Scotland is a charity registered in Scotland No. SC003728
VAT No. GB1001904 82