



## Visitor Operations Manager

Full-time and Permanent

Salary £34,605 - £37,846 per annum

Plus generous benefits package

### About the role

We have an exciting new role playing a key part in ensuring we deliver an exceptional visitor experience in our amazing galleries based in the heart of Edinburgh. You must have substantial proven experience of successfully managing teams within a Visitor Attraction or Retail environment.

We are looking for someone who can step in with confidence and is energised by the opportunity to motivate and inspire a team. You will be an exceptional people manager with excellent communication and organisational skills. You will play a critical part in planning and delivering staffing requirements for exhibitions, learning programmes and events and ensure that income generation opportunities are maximised.

As part of our enthusiastic and skilled Security and Visitor Engagement team, you will manage up to 50 Visitor Assistants with the support of two Visitor Assistant Supervisors. It's a busy and varied role and gives the opportunity to work with some fantastic people.

### The difference you'll make

Working across all our galleries you'll be responsible for welcoming and engaging visitors, supporting delivery of exhibitions, programmes and events and maximising income from ticket, Friends membership sales and donations.

You will be a visible and active leader able to anticipate visitor needs and meet them through ensuring the team are highly motivated and confident in their roles. You will ensure an excellent welcome and high standards across the team, and that income from visitors is maximised. You will manage visitor compliments, comments and complaints received in person, by phone and via email responding as appropriate, always looking for continuous improvement.

You'll work closely with curators, learning and engagement, marketing and membership teams to ensure that the set-up and delivery of exhibitions and events fully meet internal and audience expectations.

Reporting to the Director of Operations your responsibilities will also include the following:

#### Leadership

- Leading, inspiring and developing the team of Visitor Assistants in delivering exceptional standards of welcome, service and sales.
- Ensuring the Visitor Assistant Supervisors are fully skilled and supported in their roles and in the wider performance management, individual coaching and skills development of their teams.

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- Being a key point of contact for all departments involved in planning and delivering visitor-facing programmes and events, ensuring that the needs and expectations of visitors are fully considered and delivered

### **Resource Management**

- Planning Visitor Assistant rotas in-line with relevant NGS activity.
- Liaising with key internal departments on all aspects of planning visitor-facing activity, ensuring that staffing levels, event plans and budget controls are fully agreed.
- Ensuring all payroll, recharge, annual leave and associated processes are completed accurately and on time.
- Managing staffing levels and contracts and the recruitment of Visitor Assistants.

### **Experience Management**

- Ensuring visitor feedback is actively collated, responded to, addressed at relevant forums and that actions are agreed, prioritised and followed through.
- Delivering engagement and training initiatives across the team to improve the quality of the visit.
- Seeking to improve the visitor journey through the continual evaluation and review of processes and interaction with colleagues.
- Working with the Director of Operations to set income targets for Friends recruitment and visitor donations at our galleries

### **Operations**

- Acting as Duty Manager when required.

### **Who we are looking for**

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 managing teams within a Visitor Attraction, Retail and/or customer service organisation.
- With experience of managing performance, you'll be interested in people and possess outstanding people leadership and management skills
- A creative and pragmatic approach to problem solving, you will work well in a busy environment with strong organisational skills
- Ability to prioritise, co-ordinate and delegate tasks to meet your own and the team's workload and deadlines.
- Excellent communicator with outstanding interpersonal and written skills with the ability to stay calm under pressure.
- Experience of working with ticketing and/or point of sale systems and to have helped drive successful income generating initiatives.
- High degree of IT skills, proficient in MS Office.

### **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

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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**

£34,605 - £37,846 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. NGS is a seven-day operation and regularly hosts events outside the core hours. Flexibility to work and travel at weekends, on public holidays and before/after core public hours is essential.

#### **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**

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You will 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 Tuesday, 15 October 2024.**

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