



Visitor Assistant Supervisor

Full time, Permanent

Salary £29,888 - £32,602 per annum (from January 2025)

Plus generous benefits package

About the role

If you have supervisory experience working in a public facing role using excellent customer service and communication skills, then we want to hear from you. We're looking for an experienced Supervisor to lead and motivate a team of approximately 45 Visitor Assistants working across all four of our amazing Galleries based in the heart of Edinburgh.

You'll be part of our enthusiastic and dedicated team responsible for enabling our visitors to explore, experience and enjoy the National Galleries of Scotland.

As a Visitor Assistant Supervisor, you will lead by example providing an exceptional welcome and seize all opportunities to grow income by encouraging donations, promoting the benefits of membership, and selling tickets for exhibitions.

The difference you'll make

In all that you do, you'll support the delivery of an exceptional visitor experience through strong and motivational line management. Working with the Operations Manager and the other Visitor Assistant Supervisor you will:

- Assist in managing the team respond to visitor enquiries and feedback (in person, by phone and via email).
- Provide direction to your team to ensure the best possible welcome and experience every time we engage with our visitors and colleagues.
- Supervise and develop the Visitor Assistants to deliver against income targets for donations, Friends scheme recruitment and ticket sales.
- Create efficient and effective staff rotas to ensure the team are resourced and equipped to deal successfully with enquiries and customer engagement.
- Assist in creating a culture of creativity and commercial awareness.
- Communicate effectively and proactively across departments, gathering, and sharing information with other visitor-facing colleagues.
- Follow departmental cash handling procedures and perform accurate reconciliations.
- Ensure all customer data is collected in line with GDPR and our guidelines.

Who we are looking for

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

- Whilst an interest in art would be great it's not essential. However, you must have practical experience of successfully supervising teams within a visitor experience, 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 and achieve sales.
- Strong proven direct sales experience, achieving sales targets and competence in using sales operating systems.
- 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.
- Accurate with figures and experience of cash handling and other methods of payment.

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

£29,888 - £32,602 per annum (from January 2025). 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. 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 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, 02 December 2024.

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