



Security Attendant

Full-time and Permanent

Salary £25,081 plus 20% shift allowance of £5,016 per annum

Plus generous benefits package

About the role

We have a fantastic opportunity to join our enthusiastic and dedicated Security team. If you have previous experience with excellent customer service skills, we want to hear from you.

The main purpose of our Security & Visitor Engagement team is to provide security for the displays and to welcome, assist and ensure visitors always have a safe and enjoyable visit whilst keeping our art secure.

You'll work in our four beautiful, listed buildings based in the heart of Edinburgh the National, Portrait, and Modern looking after our amazing world-class art collection. The ideal candidate will have exceptional interpersonal skills, as well good IT skills and some security experience. You will help us maintain our high-quality security service across our Galleries.

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.

If you do not meet every desired criteria but feel you have the skills and experience to thrive in this role as well as a genuine interest in working for the National Galleries of Scotland, we would encourage you to apply.

The difference you'll make

In all that you do, you'll support the team, reporting to a Security Supervisor you will:

- Supervise members of the public to ensure the safety of the collections and regulation of those failing to comply with the Gallery's conditions of entry.
- Provide a high standard of visitor care, maintaining a professional front and being the public face of the National Galleries of Scotland. Welcoming visitors, answering queries and orientation.
- Staff fixed duty or access points including searching incoming baggage or containers as necessary.
- Attentively monitor fire and security alarm panels, CCTV systems and maintain accurate records.
- Ensure the safety and security of the collection by visual monitoring and operation of control room equipment.
- Be proactive in keeping up to date with our exhibitions, events and displays and engage with the public on these.

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- Remain vigilant and aware of surroundings which may include standing or patrolling for long periods of time.
- Assist the public and colleagues in emergency situations.
- Supervise contractors and tradespeople.
- Patrol the galleries in silent hours and dealing effectively and calmly with situations as they arise.
- Carry out light cleaning and portering duties.
- Adhere to Health and Safety guidelines.

Who we are looking for

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

- Previous experience of working within a customer service or retail environment.
- Excellent interpersonal / communication skills (written and oral).
- Ability to use initiative and work well as part of a team.
- Flexible approach to the job.
- Helpful manner with colleagues and the public.
- Proficient IT skills including MS Outlook, Teams, etc.

It would also be great if you have:

- Security experience.
- Knowledge and appreciation of art.
- First Aid qualification or be willing to undertake training to obtain.
- Willingness to work occasional overtime assisting at evening functions.
- Knowledge of another language (e.g. Gaelic) is desirable but not essential.
- Full driving licence.

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.

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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

£25,081 per annum plus 20% shift allowance of £5,016 per annum.

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 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.

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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, 18 February 2025.

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