



## Gallery Operations Manager

Full-time and Permanent

Salary £34,944 - £38,218 (pay award pending)

Plus generous benefits package

On site

### About the role

We have an exciting opportunity for an exceptional people manager to join our team. You must have substantial proven expertise successfully managing teams within a Visitor Attraction, Retail or Hospitality environment.

As a Gallery Operations Manager you will play a key part in allowing our visitors to explore, experience and enjoy our galleries in a safe and secure environment. You'll support the delivery of an exceptional experience in our amazing buildings based in the heart of Edinburgh.

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 manage two or three Gallery Supervisors who, along with about 100 Gallery Attendants, aim to provide a consistently excellent visitor experience. It's a busy and varied role and gives the opportunity to work with some fantastic people both internally and externally.

With excellent communication and organisational skills, you will also have knowledge of best practice in operational management and be confident to provide advice and guidance to colleagues as well as the wider management teams.

### The difference you'll make

Working across all our sites you'll be responsible for the operational delivery of the day-to-day running of the galleries, supporting all your colleagues as well as the wider Security and Visitor Engagement team in the delivery of an exceptional visitor experience, always looking for continuous improvement.

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 work with colleagues across the National Galleries of Scotland assisting in the planning and successful delivery of exhibitions and displays, learning and engagement programmes and events.

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

#### Leadership

- Leading, inspiring and developing Gallery Attendants in delivering exceptional standards of service.

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- Ensuring the Gallery Supervisors are fully skilled and supported in their roles and in the wider performance management, individual coaching and skills development of their teams.
- Being a key point of contact for all departments involved in planning and delivering all displays and exhibitions, activities, and events. You will ensure that all necessary requirements are met, and the needs and expectations of visitors are fully considered and delivered.
- In the event of an incident, you will lead as necessary in resolving security and safety risks. This will include providing regular advice and updates to key stakeholders and post incident recommendation of any mitigation.
- Playing a key role in managing Health & Safety for our visitors and colleagues, art and buildings.

### **Resource Management**

- Planning rotas in-line with relevant NGS activity, including the management of out of hours events.
- Managing visitor experience budget.
- Liaising with key internal and external stakeholders on all aspects of operational planning.
- Ensuring all payroll, recharge, annual leave and associated processes are completed accurately and on time.
- Managing staffing levels and the recruitment of Gallery Attendants.

### **Experience Management**

- Setting and maintaining high standards of building presentation liaising closely with Estates colleagues and their contractors.
- Ensuring quality invigilation across the galleries to protect art.
- Building team knowledge and understanding enabling Gallery Attendants to communicate key information regards exhibitions and displays.
- Delivering engagement and training initiatives across the team to improve the quality of the Gallery Attendant service.
- Seeking to improve through the continual evaluation and review of processes and interaction with colleagues.
- Working with the Director of Operations to set standards across the Security and Visitor Engagement teams.
- Working closely and collaboratively with two other Gallery Operations Managers, Security Operations Manager and Visitor Operations Manager.
- 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 or Hospitality organisation.

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- 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 Security Systems and conflict resolution and understanding of relevant legislation.
- 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 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.

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## 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

£34,944 - £38,218 (pay award pending). 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

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.

### 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, 07 April 2025.**

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