



Visitor Assistants

Part-time or Full-time and Fixed term

Salary £25,420 per annum pro rata (pay award pending)

Plus generous benefits package

On-site

About the roles

We are delighted to be hiring both part-time and full-time Visitor Assistants to join our welcoming and committed team for our exciting 2025 exhibition season.

You should have proven experience in public-facing roles - this might be in visitor attractions, retail, hospitality, entertainment, or any customer-focused setting. A confident, outgoing personality and a genuine enthusiasm for creating memorable visitor experiences are key to succeeding in this role. If you have a background in front-of-house, sales, or customer service and thrive in roles where strong communication and having a passion for supporting others are essential, we'd love to hear from you.

Our Security and Visitor Experience team exists to ensure our visitors can explore, experience and enjoy our artwork safely and securely at our various Galleries. As a Visitor Assistant you will work across the Galleries at the building entrances and on the Switchboard. You will provide outstanding customer service, answer queries and ensure every visitor feels welcome and well-informed. You'll also play an active role in signing up new Friends members, encouraging donations, promoting and selling tickets and other products to enhance the overall visitor experience.

Working from a choice of 2 days, 3 days, 4 days, or 5 days per week we have positions available during the following timeframes:

- May or June to 31 January 2026.
- Mid-July to early November 2025.

Please note: Applicants must be available for the full duration of the contract period. These roles are not suitable for those seeking short-term summer employment.

The difference you'll make

In all that you do, you'll support your colleagues by welcoming visitors, helping them enjoy their experience of the National Galleries of Scotland and making the most of their visit. The Security and Visitor Experience team's three key responsibilities are:

- **Visitor Engagement:** aiming to deliver an exceptional experience to all our visitors in a welcoming, inclusive, and informative environment.
- **Income generation:** encouraging donations, selling tickets for paying exhibitions, and signing up visitors to our Friends scheme.

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- **Security:** endeavouring to keep people, our buildings and works of art safe, responding effectively to risk.

Reporting to Supervisors and Operations Manager you will:

- Provide welcoming and engaging conversations with our visitors at the entrances, on the phone and via email giving advice and answering queries.
- Actively promote our Friends scheme and convert visitors into Members.
- Drive satisfied visitors to make donations to our boxes situated at the entrance/exit to the Galleries.
- Sell tickets and other products.
- Seek out all NGS related content gaining knowledge to act as an ambassador about our galleries, our collection and exhibitions, events, our shops and cafes and other activities.
- Communicate with colleagues across departments to gather information to answer visitor enquiries.
- Share knowledge and expertise with team members to improve understanding across the department.
- Accurately collect all customer data in line with GPDR and NGS guidelines.
- Follow departmental cash handling procedures performing accurate reconciliations.

Who we are looking for

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

- Outstanding interpersonal skills enabling you to engage with people to provide information and deliver sales.
- Previous experience of working within a front-line, retail, sales, customer services or entertainment environment.
- Be a strong communicator in person, in writing and over the telephone.
- Competent at using office systems such as Office 365.
- Have the resilience to positively respond to challenges and prioritise operational demands.
- Work well in a busy environment with strong organisational skills.
- Accurate with figures and experience of cash handling and other methods of payment.
- Enjoy working as part of a team and with the public.
- Flexible approach to the job and be able and willing to work weekends, evenings and any required overtime.

It would also be great if you have:

- Knowledge of Gaelic and/or other languages is desirable but not essential.
- Knowledge and appreciation of art

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

£25,420 per annum pro rata (pay award pending).

Days

You'll be able to choose from a number of days per week to suit your lifestyle. Opportunities to work 2 days, 3 days, 4 days, or 5 days per week may be available working on a variable pattern over 7 days. Weekend work and flexibility with a working schedule are essential and some early evening work may be required. Working hours will normally be 09.15 a.m. to 5.15 p.m. with a one-hour unpaid break each day.

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Holidays

When you first join, you'll get 36.5 days holidays per year pro rata (including public and privilege holidays). After 5 years your annual leave will increase to 41.5 days pro rata.

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, 21 April 2025.

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