



Security Operations Manager

Full-time, Maternity Cover

Fixed Term 10 months starting from 01 October 2025

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

Plus generous benefits package

On site

About the role

Do you have the skills to lead with confidence, support a large team, and ensure a safe and welcoming environment for all? Are you an exceptional people manager who knows how to motivate others and deliver high standards in safety, service, and teamwork? If so, this could be the perfect opportunity for you.

We're looking for a proactive and experienced Security Operations Manager to join us. You'll play a vital role in maintaining the safety and security of our staff, visitors, and contractors. Working in alignment with our strategic objectives, high standards, and legal requirements, you will help deliver an exceptional visitor experience at our stunning galleries in the heart of Edinburgh. This role requires substantial, proven experience managing teams in a Visitor Attraction, Retail, or Security environment.

You must be able to step in with confidence and be energised by the opportunity to motivate and inspire a team. You'll have excellent communication and organisational skills. You will manage six Security Supervisors who along with 55 Security Attendants provide 24-hour security cover for our galleries.

You will have knowledge of Security systems, practices and confident to provide advice and guidance to colleagues and the wider management teams. It's a busy and varied role and gives the opportunity to work with some fantastic people both internally and externally.

The difference you'll make

Working across all our galleries you'll be responsible for the operational delivery of security for the Galleries, supporting the wider Security and Visitor Engagement team in the delivery an exceptional visitor experience, always looking for continuous improvement.

You will be a visible and active leader able to anticipate Security needs and meet them through ensuring the team are highly motivated and confident in their roles.

Reporting to the Head of Security your responsibilities will include the following:

Leadership

- Leading, inspiring and developing the teams of Security Attendants in delivering exceptional standards of service.

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- Ensuring the Security 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 activities and events, ensuring that the needs and expectations are fully considered and delivered
- In the event of an incident taking the 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.

Resource Management

- Planning Security Team rotas in-line with relevant organisation activity, including the management of the Non-Rostered Days, ensuring that staffing levels are maintained.
- 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 Security Attendants.

Experience Management

- Ensuring feedback is actively collated from internal and external partners and that actions are agreed, prioritised and followed through.
- Delivering engagement and training initiatives across the team to improve the quality of the Security service.
- Seeking to improve through the continual evaluation and review of processes and interaction with colleagues.
- Working with the Head of Security to set standards across the security teams.

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 Security 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 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.

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 per annum (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 Monday to Friday. We are a seven-day operation and regularly host events outside our core office hours. Flexibility to work and travel at weekends, on public holidays and before/after core public hours is essential. We're also committed to supporting flexible working options.

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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 Tuesday, 15 July 2025.

Interviews will likely take place at the end of July 2025.

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