



## Gallery Supervisor

Full-time and Permanent

Salary £29,888 - £32,602 per annum (pay award pending)

Plus generous benefits package

On site

### About the role

Join us as a Gallery Supervisor. Inspire, lead, and help make art work for everyone!

Every day we create connections with our visitors and our colleagues. From world class art to extraordinary buildings, we have plenty to inspire people at our galleries - the National, Portrait, and Modern. In this role, you'll be at the heart of making every visit memorable.

We're looking for a people-focused Supervisor with a knack for leadership and a calm, professional approach to unexpected situations. If you've led and supervised teams in visitor attractions, retail, hospitality, or customer service, this is your chance to make a real impact.

With excellent communication skills and a collaborative approach, you'll be comfortable supporting and motivating a team of Gallery Attendants to deliver exceptional visitor experiences while keeping our people, galleries, and art safe and secure. You'll act as a visible and approachable leader, coaching and developing your team, ensuring they feel confident and empowered in their roles.

You'll also play a key part in our day-to-day gallery operations, helping to manage visitor engagement, responding effectively to queries or issues, and maintaining smooth, safe running of our spaces. Passionate about creating welcoming, inclusive experiences, you'll help every visitor leave inspired and eager to discover more.

### The difference you'll make

#### Our Vision

National Galleries of Scotland Security and Visitor Services Team provide an exceptional visitor experience and service. The team embodies our strategy 'We make art work for everyone', in protecting our people, art, and our buildings and ensuring an inclusive welcome for all.

#### Our Mission

National Galleries of Scotland Security and Visitor Services team exists to enable our visitors to explore, experience and enjoy our artwork safely and securely at our various Galleries. We have three key areas of responsibility:

**[nationalgalleries.org](https://nationalgalleries.org)**

National Galleries of Scotland is a charity registered in Scotland No. SC003728

VAT No. GB1001904 82

- **Visitor Engagement:** aiming to deliver an exceptional experience to all our visitors in a welcoming, inclusive, and informative environment.
- **Security:** endeavoring to keep people, our buildings and works of art safe, responding effectively to risk.
- **Income generation:** encouraging donations, selling tickets for paying exhibitions, and signing up visitors to our Friends scheme.

Working with Operations Managers across our galleries, you'll focus on operations management, visitor engagement, and team leadership. Your responsibilities will include:

- Leading, motivating and coaching Gallery Attendants to deliver exceptional visitor and artwork care, safety, security and building presentation.
- Acting as Duty Manager on a rota basis, ensuring public and asset safety and security along with visitor care during opening hours.
- Communicating clearly and proactively across departments, sharing information with other visitor-facing colleagues.
- Assisting in the safe evacuation of our buildings during any incidents or emergencies.
- Supporting visitor-facing colleagues to respond to and deal effectively with visitor queries or complaints, taking prompt and appropriate action to resolve any issues.
- Keeping up-to-date and knowledgeable with the exhibitions, displays and events. Coaching and developing your team to gain and use their expertise to enhance our visitor experience.
- Recruiting, training, and developing Gallery Attendants, supporting their performance and growth.
- Promoting best practice in health, safety, and wellbeing across your team.
- Working collaboratively and supporting the Security Supervisors.

## 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 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.
- 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.
- Ability to respond to any unexpected situation in a calm and professional manner.
- High degree of IT skills, proficient in MS Office.
- A fair, consistent, and helpful approach in dealing with staff and public.

**It would also be great if you have:**

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- First Aid qualification, or willingness to undertake training to obtain.
- Knowledge of another language (e.g. Gaelic) is desirable but not essential.

## **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 (pay award pending). Starting salaries will normally be at the minimum rate depending on experience.

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**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 Friday, 30 January 2026.**

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