



Job Title Creative Programmes Assistant
Department Public Engagement
Division Horticulture & Visitor Experience

Job Description

Main Duties

- Support Creative Programmes and the wider Public Engagement team in the organisation and operation of exhibitions, events, and related activities
- Represent RBGE's values to deliver a front-facing service that strengthens the Garden's 5-star quality assurance
- Act as a first point of contact for visitors to Inverleith House gallery, welcoming and orientating them, and providing information about the exhibition from brief introductions to full tours
- Respond to emergencies, incidents and evacuations, and maintain the safety of the visitors, artwork and galleries by carrying out first aid training, condition checking artwork, highlighting any risks or hazards that arise, and reporting any damage or incidents
- Ensure that exhibitions and related spaces are always presentable, for example checking that the shop is fully stocked, display cases are clean, and any audiovisual equipment is switched on correctly
- Take responsibility for Inverleith House during weekend opening hours (with support from VWT Duty Manager on site or line manager on call, if required)
- Promote RBGE's exhibitions, events, memberships, publications, and other products and projects in person and online by drafting social media and e-newsletter content as directed
- Operate Inverleith House's electronic till and count cash donations
- Contribute to administration and reporting systems, such as recording visitor figures, feedback and sales
- Help recruit, induct, retain, support, and coordinate the work of Creative Programmes volunteers
- Support the installation and deinstallation of exhibitions
- When the exhibition schedule allows, contribute to the preparation and operation of seasonal trails
- Any other reasonable duties as requested



Person Specification

Skills/Aptitude	Essential	Desirable
Ability to communicate verbally and in writing with a variety of audiences	*	
Ability to deal with situations as they arise and understand when to escalate issues	*	
Ability to work autonomously and as part of a small team	*	
Ability to multitask and adapt to different types of task	*	
Good administrative and IT skills	*	
Good organisational and time-keeping skills	*	

Knowledge	Essential	Desirable
Customer service experience	*	
Knowledge of how to respond to visitors' needs and expectations	*	
Experience of working in a gallery, museum or cultural environment	*	
Knowledge or interest in art	*	
Knowledge of EDI (Equality, Diversity and Inclusion)		*
Knowledge or interest in botany, horticulture, conservation or cultural heritage		*
Experience or interest in digital marketing		*
Knowledge of health and safety procedures and risk assessments		*
Experience of coordinating volunteers		*

Professional Qualifications	Essential	Desirable
Degree level qualification or equivalent experience	*	