

Creative Programmes Assistant

Engagement, Learning and Engagement

Job Description

Visitor Experience & Communication

- 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
- Represent RBGE's values to deliver a front-facing service that strengthens the Garden's 5-star quality assurance
- 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
- Respond to visitor feedback and contribute to reporting systems

Operational & Organisational Skills

- Support Creative Programmes and the wider Public Engagement team in the organisation and operation of exhibitions, events, and related activities
- Ensure that exhibitions and related spaces are always presentable (e.g. shop stocked, display cases clean, AV equipment functioning)
- Take responsibility for Inverleith House during weekend opening hours (with support from Visitor Welcome Duty Manager on site/line manager on call if required)
- Operate Inverleith House's electronic till and count cash donations
- Contribute to administration and reporting systems, such as recording visitor figures, feedback and sales

Safety & Risk Management

- Respond to emergencies, incidents and evacuations
- Maintain the safety of visitors, artwork and galleries by carrying out first aid training, condition checking artwork, highlighting risks or hazards, and reporting damage or incidents

Teamwork & Collaboration

- Work as part of the Public Engagement team, dedicated to developing audiences and increasing engagement with the world of plants
- 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

Person Specification

Essential Skills

- 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
- 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
- Degree level qualification or equivalent experience

Desirable Skills

- 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