



RECRUITMENT INFORMATION

Thank you for expressing an interest in working at the National Gallery.

The enclosed papers provide further information about the Gallery, and the department and job for which you are applying. We hope you will find them useful when completing your application.

For further information about the National Gallery, log onto our website:
www.nationalgallery.org.uk

Remember that entrance to the Gallery is free, so do come and visit.

This pack contains: -

- Information about the Gallery as a place to work
- Information about the department
- Job description and Person specification
- Contractual and non-contractual terms and conditions of employment
- Information about Training and Development
- Guidance notes about completing the application form
- Application form
- Equal opportunities monitoring form
- Guarantee Interview Form

Human Resources Department



A PLACE TO WORK

The National Gallery houses a world famous collection of Western European painting, from around 1260 to 1900, that belongs to the nation. The building itself is listed, and is instantly recognisable as a major London landmark. Approximately 5 million visitors from around the world visit us every year.

For those who are interested in coming here to work, there is more to learn about the National Gallery.

Visitors are familiar with our security staff who are present in every room in order to protect the pictures and also provide help and advice to the public. However there are more than 600 employees altogether and behind the scenes there are many departments, covering a wide variety of functions from curators, scientists, art handlers and picture and frame conservators to education, exhibition and design experts.

Our visitors come from many different backgrounds and we think the Gallery can only benefit from having staff who are equally diverse. We work hard to recognise, support and develop our staff and believe that everyone who works here should be treated with the same level of respect regardless of their background. We are genuinely committed to equality of opportunity and encourage applications from all sections of the community.

All staff are based in central London. Some are located in the Gallery itself on the north side of Trafalgar Square; others work in refurbished open-plan offices in a modern block behind the Gallery's Sainsbury Wing.

Being in the heart of London provides the perfect opportunity to explore other central London museums and galleries, along with attractions such as major shops, parks, theatres, restaurants and cinemas, and the river Thames.

The Gallery itself is not just a static display of paintings; there is a wide variety of events including temporary exhibitions, lectures, guided tours, films and programmes for schools.

The National Gallery is a vibrant place to visit and a stimulating place to work. Please do refer to our website to find out more:

<http://www.nationalgallery.org.uk/>



INFORMATION ABOUT THE DEPARTMENT

The Development Office is a department of twelve staff with responsibility for maximising the Gallery's income from the private sector and running its events programme.

Each year the Department raises between £4 million and £8 million from the private sector from a combination of individuals, grant-making trusts and companies. This activity includes seeking sponsorship for the Gallery's major Sainsbury Wing exhibitions, managing the Gallery's relationship with its major sponsors and other funders and running a corporate membership and an individual patrons programme.

The Department also organises and manages all receptions held at the Gallery out of public visiting hours, both Gallery hosted and those held by corporate or individual supporters.

JOB DESCRIPTION

Development Assistant – Band 8 - Job Ref: DEV/11/01

ROLE SUMMARY AND KEY RESPONSIBILITIES

To provide administrative support to the Director of Public Affairs & Development, the Corporate Fundraising team and to the Trusts and Individual Giving team and to manage Development team office processes. The post reports to the Head of Corporate Sponsorship.

MAIN TASKS AND ACTIVITIES

Assisting the Director of Public Affairs & Development

1. Act as a point of contact and respond on behalf of the Director (by telephone, face to face and in writing) to the Gallery senior management team, Trustees, donors, staff and members of the public.
2. Managing the Director's diary, arranging meetings and providing assistance (preparing meeting papers, hospitality arrangements, minutes).
3. Maintain an effective filing and retrieval system, photocopying, faxing.
4. Assist with budgetary management by keeping accurate records of income and expenditure, reconciling Development team reports with Finance reports. Draft correspondence, prepare reports and presentations to specified deadlines.
6. General assistance for example with travel arrangements, expenses.
7. Other tasks as requested, to meet the objectives of the Development team.

Corporate Team support

1. Look after the administration for the Gallery's Corporate Membership programme including:
 - Ensuring that the Department has up to date information about each corporate member including appropriate coding on Raisers Edge, invoice and payment dates, contract details and event benefits.
 - Hard copy filing of contracts
 - Ordering and mailing of corporate member exhibition vouchers, encouraging their use and recording corporate vouchers being used by each corporate member.
 - Raising invoices for corporate membership payments. Monitoring payment and informing the Head of Corporate Sponsorship where there is a delay.
 - Mailing Corporate Member Private view invitations and collating the guest lists for the Corporate Member Private view events.

2. Assisting with the Gallery's Development Committee: arranging quarterly meetings, drafting correspondence, monitoring proposal responses and assisting with the organisation of the Committee's annual dinner and breakfast events.

Trusts & Individuals Team Support

1. Manage complimentary tickets and catalogue lists and mailing of tickets and catalogues
2. Processing of all small donations, including credit card donations over the phone:
 - file donations appropriately and place them onto Raisers Edge.
 - ensure that a letter of thanks is sent from the Gallery.
3. Assisting with ad hoc mailings to members of the George Beaumont Group such as the annual Beaumont Study Trip
4. Maintaining the individual donor hard-copy filing system
5. Assisting with the Gallery's legacy programme: dealing with enquires, processing information on Raiser's Edge, updating the memorial board annually, liaising with Information Dept to manage supply of stock and manage ordering print runs of brochures.
6. From time to time provide administrative assistance to the Head of Trusts and Individual Giving when needed.

Office support

1. Handle confidential and sensitive information
2. Deal with general telephone, email and written enquiries to Development Office
3. Maintain supplies of stationery, leaflets; maintain office IT equipment
4. Manage office expenditure (raising Purchase Orders and checking invoices)
5. Keep central records, eg annual leave, sickness leave, courier bookings
6. Act as Health and Safety representative for the Department
7. Assist with other Development mailings, notably:
 - The organisation, printing and distribution of the Department's Christmas cards.
 - Co-ordinating the Annual Review mailing for the Department

Events

1. To provide support at events, either Gallery-hosted or those held by corporate members or sponsors, often in the evening.

ORGANISATIONAL ROLE/CHART

Reports directly to the Head of Corporate Sponsorship

PERSON SPECIFICATION

Development Assistant – Band 8 - Job Ref: DEV/11/01

QUALIFICATIONS

Desirable:

- Graduate calibre

EXPERIENCE

Essential:

- Experience of office administration in a team setting
- Proven experience of managing multiple projects

Desirable:

- Experience of event administration – such as dinners and conferences
- Experience of managing large mailings

KNOWLEDGE

Essential:

- High level of computer literacy with good keyboard skills.

Desirable:

- Knowledge of Raisers Edge database
- An interest in Western painting

SKILLS AND ABILITIES

Planning and Delivery

Essential:

- Ability to prioritise effectively, balancing immediate demands with longer-term tasks and projects.
- Excellent attention to detail

Problem Solving and Decision Making

Essential:

- Ability to make decisions effectively, knowing when to defer to others.
- Ability to resolve problems confidently and diplomatically.

Communications and Influencing

Essential:

- Excellent drafting skills
- Diplomacy and confidence when speaking to Gallery supporters
- Ability to understand, handle and relay large amounts of information
- Ability to handle confidential and sensitive information

Management and Leadership

This is not applicable. However the post holder will be required to be an ambassador for the Gallery when dealing with external contacts.

Teamwork and Personal Impact

Essential:

- Ability to work flexibly as part of a team - The role will include daily contact with staff working at all levels at the Gallery, across most departments.

OTHER CONSIDERATIONS

The post holder will be expected to work at Gallery evening and breakfast events on a regular basis.



SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Development Assistant - Band 8 – Job Ref. DEV/11/01

Fixed term appointment for 18 months only, to allow flexibility in staffing the Gallery, during the current economic climate.

Salary

This post is on the Gallery's Band 8. Salary is 18,375 to £22,347pa

Pay Review

Gallery pay bands have a minimum and maximum only and there is no guaranteed progression through pay bands. Pay increases including progression through pay bands are dependent upon government public sector pay policy and affordability, and the Gallery's pay settlement arrangements.

Hours

The basic hours are 41 a week, including one hour a day for all breaks including lunch. These hours are normally worked over a 5 day week, from Monday to Friday.

Leave

The annual leave allowance is 26½ days with pay. In addition there are 9 days public and privilege holidays.

Probation

The probationary period is 10 months.

Pension

The Gallery (through the Civil Service pension arrangements) offers a choice of pension provision, giving you the flexibility to choose the pension that suits you best. Broadly the contribution rate for most new starters is 3.5% and the scheme provides a pension in line with the retail prices index and benefits in the event of ill health retirement and death.

Smoking

Smoking is strictly prohibited in all parts of the National Gallery. However, in order to meet the needs of smokers, the Gallery had decided to exercise discretion to provide two designated smoking areas outside the main Gallery buildings.

Security Screening

The appointment is subject to the Security Screening, which includes the verification of identity, employment history for the past 3 years, immigration status and criminal records. If appointed you will be subject to periodic re-screening of criminal records every 5 years.

The information above is a summary only of the contractual terms and conditions that will apply to the person appointed. The summary does not represent a contractual commitment and, if there is any variation between it and the contract offered on appointment, the contract will apply.

NON-CONTRACTUAL TERMS, CONDITIONS AND OTHER FACILITIES

Our staff café offers a range of subsidised hot and cold meals and snacks.

Staff discount of 25% on all products bought from the Gallery's shops, and on food and drinks in our public self service Café, Espresso Bar and Restaurant. Additionally, a higher discount of 50% is available on hot drinks in the self service Café and the Espresso Bar.

Free admission to our charging exhibitions and 4 complimentary guest tickets to our charging exhibitions.

Use of our library, which is not open to the general public.

Free entry or a concession at a number of museums and galleries.

Free occasional staff lectures (normally held between 9.00 – 10.00 am), which cover aspects of the Collection, temporary exhibitions and other topical subjects.

Season ticket loans - with the exception of staff on casual contracts, all staff with at least two months' service, are eligible to apply for an interest-free loan to buy a season ticket for their journey between home and work.

An employee assistance programme (EAP) providing confidential advice and support is available for all staff, and their immediate families. This service is free of charge.

Staff are able to join the Benenden Healthcare Society that works alongside the NHS and provides private medical insurance, and the HSA which is a benefit scheme that helps pay towards a variety of professional healthcare costs such as optical, dental, physiotherapy, osteopathy and hospital stays.

Staff can benefit from a 30% discount on the usual BUPACare prices

Childcare vouchers - staff who are parents can join a salary sacrifice scheme, which enables them to sacrifice a proportion of their salary each month (up to a maximum of £243 per month) in order to purchase childcare vouchers.

Vouchers are exempt from Tax and National Insurance and therefore represent a saving for employees.

Cycle To Work Scheme - staff who are over 18 years old, have successfully completed their probation period and have a contract which will run for more than 12 months from the date of implementation, can sign up to a salary sacrifice scheme which enables them to give up a proportion of their salary each month in order to hire a bicycle from the Gallery. The loan is exempt from Tax and National Insurance and therefore represents a saving for employees. At the end of the loan period, staff will have the opportunity to buy the bike for the fair market value.

TRAINING AND DEVELOPMENT

All employees make a vital contribution to the achievement of the important and challenging aims and objectives the National Gallery has set itself. The Gallery's training and development policy is based on our aim to help you to continue to consolidate and develop further the skills and knowledge you need in order to do your job and make that important contribution to our work.

The Gallery's Training & Development Manager encourages everyone to work with their line manager to identify their professional and personal development needs, planning for the future as well as making sure you've got the skills to carry out your present duties. Together we can then look for the best way to help meet those needs.

Although going on a short course is sometimes the most appropriate thing to do, there are many other types of training and development. Sometimes receiving some coaching 'on the job' is appropriate, or perhaps carrying out some research independently.

Whether or not you attend a course, the training you receive is just the starting point of gaining and developing new skills; it's when you come back to the work place and try to apply what you have learnt that the learning really begins. We encourage staff to see their development as an ongoing process and not just a series of one-off events.

Typical examples of staff development include:

- Involvement in Induction events, to give new staff some Gallery-wide knowledge and understanding of the organisation as a whole;
- Development of IT competence, both in a group and a one-to-one basis;
- Attendance at work-related conferences and seminars;
- Development of knowledge about general organisational issues such as health and safety and fire awareness;
- Financial support to gain a necessary professional qualification.
- Participation in the Gallery's Management Development Programme.

We ask for feedback from you after every training event so we can see whether you got from it what you needed. And your line manager will keep your development under review, both through your annual Performance Review and Development process and through the quarterly reviews during your period of probation.

Though we cannot do the learning for you, we are determined to help you do so while you're here.

COMPLETING YOUR APPLICATION FORM

It is important to complete all sections of our application form in order to ensure that we have all the information necessary to consider you for the position. Please ensure that the information provided is reliable, accurate and true.

The application is available in a PDF format for completion on paper, or Word format, if you would prefer to type your application.

We do not accept applications via email.

If you have any questions on the information you should provide please contact the Human Resources Department. However, here is some guidance concerning sections of the application form which we hope will be of assistance:

Employment History (part 4 of the application form)

Due to the value of our collection the Gallery undertakes extensive pre employment screening. As part of our security screening process we need to account for all of your time over the past 3 years. Therefore you are required to provide contact details of employers and others who are able to verify the information you have provided. However we are interested in all of your relevant work experience so please provide us with your career history.

Supporting Information (part 8 of the application form)

In this section you should provide any information that supports your application. By using the person specification, it would be helpful if you could outline how your skills, knowledge and experience match the requirements of the post.

Declaration (part 10 of the application form)

In order for your application to be considered, we ask that you agree to the declaration statement and sign it.

Before returning your form to us, please check that you have:

- Ensured the job title and job reference number are shown on the front of the form
- Completed the Equal Opportunities Form
- Completed the Guaranteed Interview Form (if applicable)

Acknowledgement

If you wish us to acknowledge receipt of your application form, please include a stamped, self-addressed postcard.

All candidates will be notified of the outcome of their application by post.

OUR RECRUITMENT PROCESS

Application

- The closing date for this post is 6.00pm on 6th November 2009.
- Please send your completed application quoting job ref. DEV/11/01 to Recruitment, Human Resources Department, The National Gallery, Trafalgar Square, London WC2N 5DN

We prefer applications to be sent by mail but if you do deliver your application by hand, please write clearly on the envelope the job title, the job reference number and the date on which you are delivering it.

Shortlisting

After the closing date all applications will be reviewed. Please note that it is not our practise to provide feedback to unsuccessful applicants at this stage.

Interview

The interviews will take place on 17th November 2009. Shortlisted candidates will be interviewed by a panel. The recruiting manager will always sit on the panel. If you are shortlisted you will be notified of the panel members in the letter inviting you to interview.

All candidates who have been invited for the interview will receive a letter notifying them of the outcome.

Pre employment Screening

Due to the value of our collection the Gallery undertakes extensive pre-employment screening. Offers of employment are subject to pre-employment screening which includes security screening, health screening and references. Security screening requires verification of identity, employment history for the past 3 years, immigration status and a criminal record check. Because this process normally takes a month or more and Gallery Assistants are key operational staff, we collect the information required for those invited to interview.

If you are successful

Following the selection process, successful candidates will be contacted and a conditional offer of employment will be made. Before any offer of appointment can be confirmed and start dates agreed, we must first complete the Security Screening, health checks and reference checks. We will request your signed consent before approaching any third parties for further information.