



Inspiring people, connecting Scotland to the world and the world to Scotland

National Museums Scotland is one of the UK's leading museum services. It has a national and international reach and operates five museum sites.

A major redevelopment and modernisation programme across our organisation is nearing completion, including a £50 million redevelopment of the National Museum of Scotland. This investment has created new displays, enhanced learning and public facilities and provides high quality visitor experiences. A further £12 million of investment in new displays is being planned for this site.

Community Engagement Project Officer (37 hours per week) Fixed term post for 2 years

£26,135 to £26,919 per annum plus membership of Civil Service pension scheme

In partnership with a range of museums and other cultural and learning organisations, your role will be to plan, develop and manage the delivery of a community engagement project with young people (aged 16-24), inspired by and responding to the collections held by each participating museum.

The post-holder will lead on recruitment, support and working with young people to deliver the National Museum of Scotland element of the project (to include an exhibition, events programme and digital outputs) and will manage delivery of the wider project across the partner museums and cultural and learning organisations.

Educated to degree level, or equivalent, it is vital that you have a proven track record in developing and delivering exhibitions with internal and external partners, in a museum and/or gallery context and demonstrable experience of youth-led community engagement projects. You must have experience of monitoring, evaluating and reporting on your work in line with strategic aims and objectives. Project and budgetary management skills are essential as is an understanding of best practice, legislation and government priorities in this area. You must be able to travel to partner organisations throughout Scotland. This is a fixed term appointment to 2014.

This post is being sponsored by limited grant funding. Accordingly the starting salary will be between £26,135 and £26,919 subject to qualifications and experience. Any further pay increases will be in line with the relevant annual pay settlement.

Details of this post and of all our vacancies can be viewed on www.nms.ac.uk.

For further information and an application pack, please visit www.nms.ac.uk, telephone 0131 247 4094 (answerphone) or email applications@nms.ac.uk, stating reference NMS12/250. Closing date for completed applications is 12 noon on Friday 17 August 2012. It is expected that the selection event for this role will be held between Thurs 30 and Friday 31 August 2012.

National Museums Scotland is committed to being an Equal Opportunities Employer.

VACANCY STATEMENT – NMS12/250

DIRECTORATE OF PUBLIC PROGRAMMES DEPARTMENT OF LEARNING AND PROGRAMMES

COMMUNITY ENGAGEMENT PROJECT OFFICER

The National Museums Scotland invites applications for the post of Community Engagement Project Officer (Grade 4) within the Department of Learning and Programmes. This is a temporary, full time appointment based at the National Museum of Scotland, Chambers Street, Edinburgh. Further details on the post are enclosed.

BACKGROUND INFORMATION

National Museums of Scotland www.nms.ac.uk is one of the UK's leading museums services. It has a national and international reach and is responsible for the acquisition, preservation and display of a substantial part of Scotland's cultural, historic and national heritage. We have in our care over four million objects and our collections have been built up over two centuries. They encompass a broad range of internationally important collections in subject areas such as archaeology, world cultures, natural sciences, science and technology, decorative and applied arts and Scottish history and culture.

Our prime purpose is to preserve and develop the national collections and enable access to them for as large and broad an audience as possible. We display our collections at five museum sites as well as in our growing digital channels and across Scotland and internationally through loans and exhibitions.

In recent years a key focus has been the redevelopment of the National Museum of Scotland. This has been one of the largest museum redevelopments in the UK in the past decade. The £50 million project has seen the 150 year old building transformed with sixteen new galleries, new three storey Learning Centre, enhanced public spaces and thousands of new objects on display. The project has been funded by the Heritage Lottery fund, the Scottish Government and private sector support. The fundraising target for the latter was significantly exceeded.

The redevelopment of the museum will generate an estimated £58m annually in the Scottish economy and will support 1,500 jobs in Edinburgh. It will attract over 1.1 million visitors per year and offer new facilities for events and other income generating opportunities. The National Museum of Scotland is the largest UK museum outside London, displaying 20,000 items across 36 galleries. The project has provided:

- new street level entrance floor
- 16 dynamic new exhibitions
- a 650 square metre gallery for international touring exhibitions
- a three storey learning centre
- new interpretation and orientation for visitors
- high quality social spaces, with new restaurants, shops and cloakroom facilities

The project is the centrepiece of a 15-year Masterplan to redevelop the whole National Museum complex. We are now actively planning the final stages of the Masterplan which focuses on developing a further 11 vibrant and engaging galleries.

We continue to invest in our other museums and their programmes to broaden visitor appeal and improve care of collections. At the National Museum of Flight, the

implementation of the first phase of a Masterplan has seen £2.5 million of improvements over two years that resulted in a 24% increase in visits and the award of Visit Scotland's prestigious five-star visitor status.

Annually, we receive 1.26 million visitors to our museums and 2.68 million web page views. Beyond our museums, we deliver activities in all 32 local authority areas in Scotland. Internationally, we continue to strengthen our links with museums and other organisations in India, North America, Australia, New Zealand, China and Africa, with a wide range of projects in progress or in development. We also have a critically important role within Scotland, supporting and enabling the museum community through sharing skills, training, loans and community engagement activity.

National Museums Scotland also includes [National Museum of Flight](#), the [National War Museum](#), the [National Museum of Costume](#) and the [National Museum of Rural Life](#).

National Museum of Flight: recognised as the broadest aviation collection in the UK with an internationally important collection. It is now home to one of the three Concorde aircraft preserved in the UK. With new developments recently completed, a further phase of the site Masterplan is now being planned.

National Museum of Rural Life: opened in July 2001, the museum enables visitors to learn about Scotland's rural past on a site which combines a 140-acre working farm, exhibition building and an outdoor events area. Over the past few years our activities at this site have expanded, especially in relation to large scale outdoor events.

National Museum of Costume: set in Shambellie House in Dumfries this museum contains costume from the 1850s to the 1950s displayed in period room settings. It offers visitors a chance to see period clothes with accessories, furniture and decorative art.

National War Museum: explores the Scottish experience of war and military service over the last 400 years. Scotland's military history is presented in galleries housed in mid-18th century buildings at Edinburgh Castle.

In addition, the **National Museums Collections Centre** provides a home for objects not currently on display and also houses our new conservation centre and related collections activities. Significant redevelopment is planned at this site, including plans to introduce public access.

Directorate of Public Programmes

The Directorate has responsibility for the following areas: Learning and Programmes; Exhibitions and Information Services. The range of activities within Public Programmes includes:

- Special exhibition programme across sites and touring exhibitions
- New displays and display upgrade across sites
- School, family and adult lifelong learning programme
- Access and outreach, including supporting the Strategic Partnerships
- Research Library, which has an internal and external role
- Information and knowledge management, underpinning much of our work

Department of Learning and Programmes

The Learning and Programmes team plays a key role in developing and delivering programmes and interpretation for a wide range of audiences across all National Museums sites. The team also plays a central part in new initiatives, including an outreach programme across Scotland and online learning projects.

GENERAL INFORMATION

Salary

This post is being sponsored by limited grant funding. Accordingly the starting salary will be between £26,135 and £26,919 subject to qualifications and experience. Any further pay increases will be in line with the relevant annual pay settlement.

The full salary range for Grade 4 is £26,135 to £29,271 per annum.

Pay, including pay progression, is reviewed in negotiation with the recognised trade unions, with an annual settlement date of 1 August.

Where an internal candidate successfully applies for a post which is the same grade as their current post, they will transfer to the new post on the same salary with pay progression as normal.

Hours

Normally a 5 day week of 37 hours, excluding lunch breaks. Normal hours of attendance are Monday to Thursday 8.30 a.m. to 5.00 p.m., Friday 8.30 a.m. to 4.30 p.m. As an alternative, a flexible working system is in operation.

Annual Leave

There is an annual leave allowance of 25 days per annum pro rata, rising to 30 days per annum after 5 years' service. In addition, all staff receive 11½ public and privilege holidays per annum pro rata.

Probation

Staff are on probation for a period of 6 months from date of appointment.

Pension

Staff of National Museums Scotland are eligible to join the Civil Service Pension arrangements, which are a valuable part of the pay package. The pension is secure, being backed by government guarantee. The organisation pays up to 24.3% in addition to gross salary towards the pension scheme. Members' contributions are comparatively low. The choice of scheme is as follows:

- **nuvos**. This is an occupational pension scheme. As at 1 April 2012, member contributions range from 3.5% rising to 5.9% according to salary band. As your employer, we meet the rest of the cost of the scheme.
- **partnership** pension account. This is a stakeholder pension, with a contribution from ourselves. How much we pay is based on your age. We pay this, regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions, up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

NB: It should be noted that annual increases in employee contributions to the Civil Service Pension arrangements will be advised by the Cabinet Office to National Museums Scotland on an annual basis.

Eligibility to join the main scheme may be affected by such factors such as:

- previous service in a Civil Service department,
- a Civil Service pension already in payment, or
- having been awarded enhanced benefits on leaving a Civil Service employer

Our Approach to Equality and Diversity

We are committed to promoting equal opportunities; part of this commitment relates to our aim to appoint the best person for the job regardless of their gender, age, gender reassignment, disability, pregnancy, colour, race, nationality, ethnic or national origins, sexual orientation, religion or belief, or because someone is married or is a civil partner.

Impact Assessments have been undertaken to review our Human Resources policies to ensure that individuals and groups are not treated adversely and where possible, we have begun to develop policies that have a more positive impact, to help us attract and retain a diverse workforce. We also undertake **Equal Opportunities Monitoring** to evaluate the effective implementation of our policies and procedures and to comply with legislation. Information relating to our Equality Schemes and Action Plans can be found on our website.

Here are some of our policies that are designed to enable you to balance your work and your life commitments:

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| Flexible Working Hours Scheme | Special Leave |
| Flexible Working Arrangements | Employee Assistance |
| Maternity and Paternity Leave | Part Time Working |
| Adoption and Parental Leave | Dependent Leave |
| Child Care Voucher scheme | Gender Reassignment |
| Work Life Balance - Career Breaks and Flexible Working | |

If you have any special requirements either to complete the application form or in order to attend an interview or selection event or have any other questions then please contact our HR Team.

Employee Savings

Staff employed by National Museums Scotland have the opportunity to access an exclusive website through which they can access savings and discounts from over three hundred high street and on line retailers. The wide range of goods and services available at a reduction range from everyday essentials such as food shopping and petrol purchases to occasional purchases such as white goods and holidays.

This is in addition to employee discounts in our shops, restaurants and cafes and free or discounted entry to National Museums Scotland properties and other cultural institutions and visitor attractions across the United Kingdom.

Retirement Policy

National Museums Scotland does not have a default retirement age. Under the Nuvos pension scheme, staff may currently access pension benefits without reduction at age 65.

Conditions of Service

Staff of National Museums Scotland are not Civil Servants, since they are appointed by the Board of Trustees and not by the Crown.

Attendance for Interview

Candidates invited for interview will be required to attend in person. There are no arrangements currently in place to enable interview by alternative means, for example, video or telephone conference calls.

Travel Expenses

We will pay up to a maximum of £150 for reasonable travel and accommodation expenses *necessarily* incurred; there will be no reimbursement for subsistence. Checks will, therefore, be carried out to ensure that any overnight stay is necessary and that cheaper travel options have been sought out.

Expenses Guidelines

Travel expenses are provided by National Museums Scotland to assist you in attending a selection event, please consider the guidelines below before making any travel and/or accommodation reservations.

- Accommodation will be reimbursed up to a maximum of £85 however cheaper hotels should be used whenever they are available at an acceptable standard.
- Use of the Airport Shuttle bus between the airport and the city centre is encouraged. If a taxi is taken we will only reimburse at the cost of a return bus fare.
- If you choose to drive we will pay for the equivalent standard rail fare if less than the cost of mileage.
- If possible journeys should be done in one day
- £150 is the maximum allowance and we reserve the right to reimburse for less than this if we feel that the costs aren't justified.
- Claims of less than £10 will not be reimbursed

Candidates travelling from outwith the UK should note that expenses may be claimed from point of entry only.

Background Checks

Any offer of employment will be made subject to the receipt of references which are satisfactory to National Museums Scotland and cover the full three year period, prior to the effective date of any appointment.

Disclosure Scotland

It will be a condition of employment that the successful applicant for this post undertakes a Basic Disclosure Scotland check, the result of which must be satisfactory to National Museums Scotland. National Museums will refund the associated costs.

Eligibility to Work in the UK

Employers are required to ensure that any prospective employee is legally entitled to live and work in the UK. You will be required to provide appropriate documentation as evidence at interview stage, normally in the form of a passport and/or other document which states that you have the right of residence and right to work in the UK.

Where more than one candidate is successful in passing the Selection Board for a post, National Museums is obliged to offer the post to an eligible candidate who already has the right to live and work in the UK (a settled worker), before considering a candidate for whom a Certificate of Sponsorship application would be required. This is because any

such application would need to show that no suitably qualified settled worker is available for the post.

Internal Applications

Temporary vacancies within National Museums Scotland are advertised in the same way as permanent vacancies. All National Museums staff are eligible to apply, where they consider they meet the criteria for selection. Where there is the possibility of an internal appointment to a temporary post, and the applicant is a permanent member of staff, the following procedure will apply.

The member of staff must consult with their Head of Department on whether or not they can operationally be released from their existing post, for the period of the temporary contract. The Head of Department will need to be mindful that backfill of the post may not be approved, and must consider the implications of such an eventuality.

If a temporary transfer is feasible, the member of staff will return to their job on completion of the assignment. If this is not possible, the member of staff will be required to resign from their permanent post, prior to taking up the temporary contract.

Closing Date

Closing date for completed applications is **Friday 17th August 2012**.

Assessment Process

This successful candidate for this position will be appointed following a competency based selection process.

This will involve a selection event, during which candidates will participate in activities that will enable the assessors to assess performance against our Competency Framework.

Our competencies are:

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| planning and organising | results driven |
| fresh thinking | external perspective |
| customer focus | communication |
| building relationships | managing others |
| managing change | |

It is anticipated that this selection event will take place on Thurs 30th/Fri 31st August 2012.

A large print version of this vacancy statement is available from the Human Resources Office, on request.

JOB DESCRIPTION

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| Post Title: Community Engagement Project Officer (Fixed term) | | |
| Department: Learning & Programmes | Section: Community Engagement team | |
| Directorate: Public Programmes | Grade: 4 | Hours: 37 hours per week |
| Purpose of Post: <ul style="list-style-type: none">To develop and deliver a community engagement project for young people and related programmes at the National Museum of Scotland, in partnership with a range of museums and other cultural and learning organisations | | |
| Key Responsibilities: <ul style="list-style-type: none">To be responsible for coordinating the project steering groupTo be responsible for the delivery and monitoring of the project milestones and work planTo be responsible for the establishment and development of effective relationships with museums and other project partnersTo coordinate input from the Project to the exhibition at the National Museum of Scotland, including development of brief and liaising with Collections, Design & Technical Support and Exhibitions & Display departments.To be responsible for the development and management of a relevant programme of activities at the National Museum of Scotland.To be responsible for ensuring that the Project is evaluated and that the learning outcomes are disseminated to the wider museum and cultural sectorTo be committed to good health, safety and access, and ensure familiarity with relevant National Museums Scotland policies, procedures and guidelines. | | |

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| Expected Outcomes: <ul style="list-style-type: none">Regular (quarterly) meetings of steering group to review progress in accordance with the agreed project management structureExcellent communication between partners (museums, cultural organisations and youth groups)Successful delivery of a high quality exhibition at the National Museum of Scotland within agreed policy and guidelinesEnsuring involvement of colleagues across National Museums Scotland and wider partners throughout the project and in the development of the exhibition and related programmes.Regular project reports to fundersProduce regular (quarterly) and final evaluation reports |
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- Development of a toolkit for best practice and dissemination of learning across museum and creative sectors

Reports to: Community Engagement Manager

Budgets and Resources:

Budget: Delegated project budgets for delivery of National Museums Scotland programme

Staff Managed: No direct line management responsibility

Indirect Staff Managed: None

Other: Freelance facilitators, artists, workshop leaders and participants in the delivery of project

Thinking Skills (Judgement / Decisions Made):

- Project planning
- Resource and budget management
- Developing and delivering creative and innovative approaches to programmes and exhibitions
- Awareness of potential of digital media
- Decisions on how to develop partnerships with other museums and creative organisations, agreeing mutual objectives and project outcomes

Communication and Contact:

Internal:

- Learning & Programmes for development of programmes
- Digital Media for development of digital content and base camp platform
- Curatorial and Collections Management for access to and engagement with the collections
- Exhibitions & Displays and Design & Technical Services for development of exhibition
- Marketing & Communications for project communication plan
- Development for communication with funder(s)

External:

- Partner museums
- Creative network: cultural organisations, FE/HE institutions and other groups working with target audience
- Young people through direct engagement and consultation

- Freelancers and volunteers, where appropriate, involved in specific programmes and projects

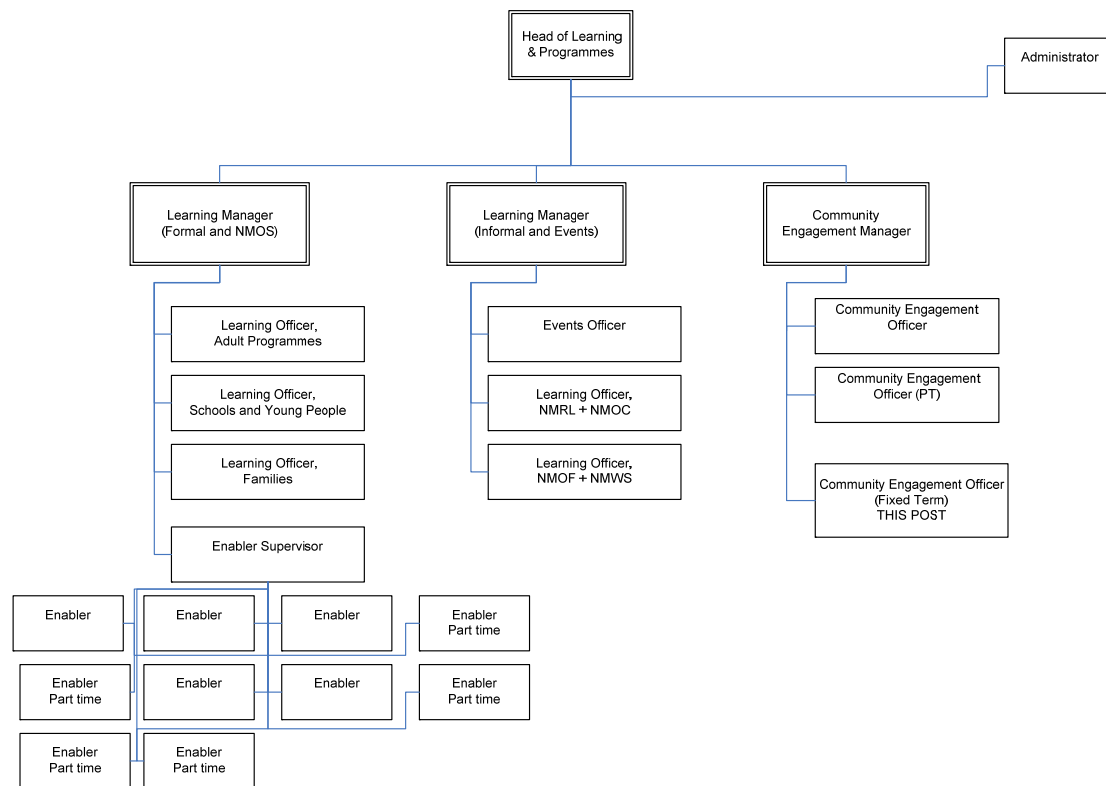
Most Challenging Parts of the Job:

- Developing creative project ideas
- Making contact with, engaging, and sustaining relationships with partner organisations and young people
- Partnership working with external organisations - ensuring that aims and objectives for all partners are fully met and satisfied
- Project management - ensuring that project is delivered on time and on budget

Other Requirements e.g. Multi-site Working, On Call, etc:

- Based at National Museum of Scotland though will travel regularly to external organisations and venues for meetings, deliver projects etc. This may require overnight stays.
- Occasional weekend working and evening to attend events/activities and external meetings (to be agreed with line manager – time in lieu to be taken)

Organisational Chart



PERSON SPECIFICATION

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| Post Title: Community Engagement Project Officer (Fixed term) | | |
| Department: Learning & Programmes | Section: n/a | |
| Directorate: Public Programmes | Grade: 4 | Hours: 37 hours per week |

| Knowledge | Essential or desirable | Evidence assessed by |
|---|-------------------------------|-------------------------------|
| Educated to degree level or equivalent | Essential | Application / Certificate |
| An understanding of visitor needs in exhibitions | Essential | |
| Current knowledge of developments and best practice in audience and community engagement | Essential | Application / Selection Event |
| Knowledge of the potential of museum and gallery collections as a resources for learning for young adults in informal and formal learning | Desirable | Application / Selection Event |

| Skills | Essential or desirable | Evidence assessed by |
|---|-------------------------------|-------------------------------|
| Budgeting and resources management | Essential | Application / Selection Event |
| Creative thinking to develop new programmes and resources | Essential | Application / Selection Event |
| Project management skills | Essential | Application / Selection Event |
| Proven communication and interpersonal skills | Essential | Application / Selection Event |
| ICT skills – particularly in Microsoft Office | Essential | Application / Certificate |
| Current driving licence | Essential | Licence |

| Experience | Essential or desirable | Evidence assessed by |
|---|-------------------------------|-------------------------------|
| Experience working in a relevant environment, eg. Museum/gallery or community learning/education | Essential | Application / Selection Event |
| Experience of managing the delivery of museum or gallery exhibitions or similar projects | Essential | Application / Selection Event |
| Proven track record in managing and delivering museum and/or cultural engagement projects with internal and external partners | Essential | Application / Selection Event |
| Experience of working with external individuals and partners to develop and sustain effective partnerships | Essential | Application / Selection Event |
| Experience of monitoring, evaluating and reporting on projects and programmes against strategic aims and objectives | Essential | Application / Selection Event |

National Museums Scotland has a Competency Framework with six competencies. Individuals for this job are expected to demonstrate competence in five of these competencies which will be assessed from the Application Form, and, if you are invited to attend, at the Selection Event.

| Competency | Level | Detail |
|---|--------------|---|
| Building Relationships Works effectively and professionally as part of their team and with others across the organisation; collaborates and networks for specific outcomes and projects; forms partnerships, nationally and internationally for mutual benefit. | 3 | <ul style="list-style-type: none"> • Helps others understand other National Museums Scotland's roles and functions internally and externally. • Demonstrates an understanding of conflicting outlooks and a willingness to find common ground. • Proactively manages the expectations of internal and external senior stakeholders, in terms of interdependencies, responsibilities and outcomes. • Builds and maintains a strong external network and looks for opportunities for external collaboration. • Helps makes connections for people, putting people in touch to facilitate co-operation and collaboration. |

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| <p>Communicating & Engaging Uses interpersonal skills flexibly to communicate, influence and negotiate both internally and externally to ensure a shared understanding and commitment to act.</p> | 3 | <p>Influences and persuades in complex situations</p> <ul style="list-style-type: none"> • Communicates with credibility and authority presenting a compelling point of view. • Considers the needs of National Museums and its staff in determining appropriate communication and channels. • Influences and persuades senior stakeholders and gains commitment of others to act and achieve outcomes. • Delivers difficult messages constructively to staff, customers and others when required. • Keeps lines of communication open at all times for feedback and exchange. |
| <p>Focussing on your Customers Places the customer at the heart of what we do, engages, listens and responds to create an outstanding experience and a culture of service excellence, both internally and externally.</p> | 3 | <p>Manages customer expectations and relationships</p> <ul style="list-style-type: none"> • Proactively finds out what our diverse customers want by consumer research and testing. • Analyses the needs of our customers and takes action to enhance and improve customer service. • Develops and effectively manages a network of existing and potential customers internally and externally. • Support colleagues in meeting and managing the expectations of their customers. • Ensures customer focused processes, frameworks and systems are in place and operate effectively. |
| <p>Innovating & Improving Builds personal and organisational capability to continuously improve to enable National Museums Scotland to excel and lead within the sector.</p> | 2 | <p>Facilitates organisational learning</p> <ul style="list-style-type: none"> • Attends networking events and expert groups, benchmarking with other organisations. • Maintains and shares a network of useful external contacts to facilitate learning and idea generation. • Solves problems collaboratively by thinking laterally and creatively. • Facilitates and programmes in opportunities for staff to contribute their ideas and suggestions. • Seizes opportunities and acts quickly before they are lost. |
| <p>Planning for Success Realistically plans tasks, programmes and projects in consultation with stakeholders and</p> | 3 | <p>Creates plans of action</p> <ul style="list-style-type: none"> • Plans complex activities effectively - sets milestones, collaborates with a range of stakeholders to ensure effective delivery and compliance. • Sets parameters and measures to monitor the |

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| existing resources; making decisions for effective delivery. | | outcomes from plans and projects. <ul style="list-style-type: none">• Manages and maximises the use of resources to ensure deadlines, quality indicators and efficiency targets are met; and solutions developed.• Knows when to stop analysing and make the best decision with uncertain or limited information.• Ensures effective processes exist to deliver outcomes across the organisations. |
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