

## General Assistant Team Leader | National Museum of Flight

### Salary as per job advertisement plus membership of Civil Service Pension Scheme

Millions of local and international visitors enjoy our four museums each year, so visitor experience is a top priority for us.

Over the last decade, we have invested over £120 million in our sites and have more than doubled our visitor numbers, with over 3 million people now visiting our four museums. Alongside this, we have continued to transform how we communicate and engage with our audiences.

This is an exciting opportunity to join the team at the National Museum of Flight as General Assistant Team Leader. You will have shared responsibility for ensuring that our site and buildings are clean, well-maintained, safe and presented to the highest possible standards for our 75,000 visitors each year. You will also take a leading role in the setup and management of infrastructure for our Events and Learning and Engagement programmes. We are looking for someone with excellent organisational, practical and problem-solving skills, a willingness to work flexibly, a good knowledge of Health and Safety, and an overall proactive approach.

Learn more about National Museums Scotland and our history [here](#).

To find out more about how to apply, as well as our employee benefits and general recruitment information please visit our [careers portal](#).

For more information about joining National Museums Scotland please see [here](#).



## JOB DESCRIPTION

<b>Post Title:</b> General Assistant Team Leader		
<b>Department:</b> Visitor Experience	<b>Section:</b> National Museum of Flight	<b>Location:</b> East Lothian
<b>Directorate:</b> External Relations	<b>Grade: 6</b>	<b>Hours:</b> As per job advert

### Purpose of post:

To manage the general assistant team at the National Museum of Flight, to ensure the highest standards of cleanliness, maintenance, security and H&S are achieved in all areas of the Museum and to support all activities and events where required.

### Key responsibilities:

- Manage General Assistant and supervise contract cleaners, acting as a liaison with external cleaning management
- With the GM, develop and implement procedures for the provision of the range of support services across the site, and assist in the procurement of goods and services
- Ensure that the cleaning at the museum is undertaken in all areas in accordance with the agreed programme specified in consultation with the GM
- Responsible for ordering cleaning and other supplies as required together with safe storage
- Maintain the site and grounds of the museum to the highest standard
- To ensure that the general assistant team provide assistance to all staff at the museum in general support of their work including setting up for groups, events, bookings etc, and corresponding derig.
- Where required, assist and train staff to move objects, engines and aircraft under the direction of Collections Services
- Operate, monitor and control site equipment including forklift, genies, pickup truck, UTV etc.
- Report building defects and work with the Estates department in maintaining the general building fabric of the site, and to liaise with all contractors working at the National Museum of Flight (NMOF)
- Prepare reports for the GM as required and support Health & Safety procedures, including risk and COSHH assessments.

- To undertake minor maintenance work as directed by the GM and agreed by Estates.
- To operate as a full working member of the team as necessary across the range of duties required, and in cooperation with all departments across NMS and provide backup Visitor Experience Assistant services as and when required.
- Participation in the keyholding and on call arrangements for the National Museum of Flight
- To undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed above.

**Expected Outcomes:**

- Provide clear leadership for General Assistant, ensuring high standards of cleanliness, security, and site maintenance to ensure they meet their full potential.
- Improved awareness and management of Health and Safety issues on site and a reduction in accidents
- Proactive approach to reporting building defects and maintaining site grounds
- Exercise cost-effective control over janitorial and site supplies
- Deliver efficient and proactive support for all museum events and activities
- Contribute to achieving the objectives set out in the management plan.
- Maintain a positive and proactive approach to customer service

**Reports to:** General Manager, National Museum of Flight

**Facts and figures:**

**Budget:** No budget responsibility

**Staff Managed:** General Assistant.

**Indirect Staff Managed:** Security Guard contractors and Cleaners.

**Other:** 2.5 million visitors across all sites. 75,000 at NMoF.

**Thinking Skills: (Judgements/decisions made)**

- To develop and manage procedures for the control of access to all buildings, alarms and keys at NMOF
- Know how to resolve incidents to a satisfactory outcome, including judgements and decisions regarding when to seek assistance and advice from colleagues.

- Improved awareness and management of Health and Safety issues on site and a reduction in accidents
- Resolution of defects

**Communication and Contact:**

**Internal:**

- General Assistant / Visitor Experience Manager / Team Leader / General Manager / Head of Department / Administrator / Volunteers
- Curatorial and Conservation staff
- Exhibitions & Displays staff
- NMSE staff, particularly Hospitality & Events Managers
- Learning & Engagement staff
- Estates and Facilities Management staff
- Human Resources staff

**External:**

- A wide range of visitors and external partners and customers
- Historic Environment Scotland
- Visit Scotland / Association of Scottish Visitor Attractions
- Contractors / Consultants /Suppliers
- Emergency Services
- Neighbouring Landowners
- Cleaners
- Event personnel

**Most challenging parts of the job:**

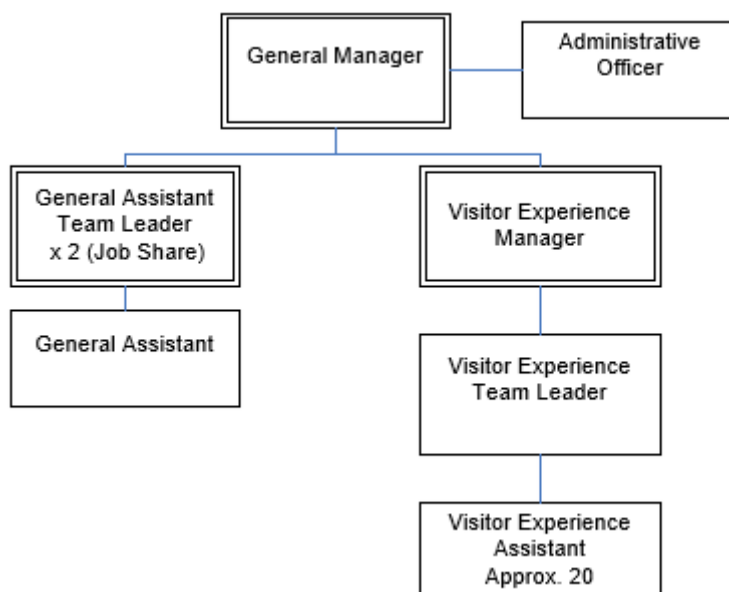
- Ability to respond proactively to incidents and resolve to a satisfactory outcome and in a timely fashion
- Remaining flexible, calm and positive when day-to-day operations are altered by work schedules, evening events, programmes and other changes
- Maintaining the safety and security of the buildings, collections, visitors and staff

- Supervising external contractors to ensure they comply with all National Museums' practices and procedures
- Awareness of team members' welfare and individual development needs
- Working as part of the Visitor Experience management team to develop projects that will build on and enhance the visitor experience

**Other Requirements, e.g. multi-site working, on call, etc.:**

- Clear line of authority for the work of the general assistant/s
- Participation on the On-Call rota
- Regular outdoor working, often in inclement weather
- Range of general technical skills for repair work
- Multi-site working between sites is occasionally required.
- Overtime work is voluntary, however there may be occasions when overtime work is required, e.g. emergency situations, unscheduled events

**Organisational Chart, National Museum of Flight:**



**Example of working rota 17.5 hours per week across a 4-week rotation**

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
<b>Week 1</b>	07.45 - 15:45	07.45 - 15:45	07.45 - 15:45				
<b>Week 2</b>				07.45 - 15:45	07.45 - 15:45		
<b>Week 3</b>					07.45 - 15:45	07.45 - 15:45	07.45 - 15:45
<b>Week 4</b>	07.45 - 15:45				07.45 - 15:45		

## PERSON SPECIFICATION

<b>Post Title:</b> <b>General Assistant Team Leader</b>		
<b>Department:</b> <b>Visitor Experience</b>	<b>Section:</b> <b>National Museum of Flight</b>	<b>Location:</b> <b>East Lothian</b>
<b>Directorate:</b> <b>External Relations</b>	<b>Grade: 6</b>	<b>Hours:</b> As per job advert

<b>Knowledge</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Ability to demonstrate knowledge of health & safety at work, including fire and emergency procedures	Essential	Application/Selection Event
SVQ level 2 or equivalent in the management of Health and Safety at Work	Desirable	Certificate/Application
SVQ level 2 or equivalent diploma in supervisory management	Desirable	Certificate/Application
General knowledge and understanding of the care and handling of museum objects.	Desirable	Application
Current CITB qualification relating to forklift operations and lifting and slinging.	Desirable	Certificate/Application
SVQ level 4 in the operation and maintenance of plant and equipment.	Desirable	Certificate/Application
Successful completion of Institute of Leadership and Management (ILM) Introductory Certificate in First Line Management or equivalent	Desirable	Certificate/Application

<b>Skills</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Excellent interpersonal skills, able to interact easily with a wide range of people, both visitors and staff.	Essential	Selection Event
ICT skills in Microsoft Word, Excel and Outlook.	Essential	Certificate/Application
Range of practical manual and craft skills	Essential	Application/Selection Event
Ability to travel	Essential	Licence

Analytical and able to solve a range of work-related problems.	Desirable	Application
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<b>Experience</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Demonstrable experience in the industrial cleaning of buildings, public spaces and toilets.	Essential	Application
Experience supervising Health and Safety management systems in the workplace.	Essential	Application
Experience managing direct reports and providing appropriate level of support	Essential	Application/Interview
Experience working in a visitor attraction or museum in a support services role	Desirable	Application
Experience of forklift truck driving; the operation of mechanical cleaning and lifting equipment.	Desirable	Application
Experience of delivery of on-the-job training in the form of toolbox talks to staff.	Desirable	Application



National Museums Scotland utilises a Competency Framework. Individuals for this post are expected to demonstrate competence across the relevant levels for the position; the following will be assessed throughout the recruitment process, primarily at our Selection Events.

Competency	Level	Detail
<b>Building Relationships</b>  Works effectively and professionally as part of their team and cooperates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally, for mutual benefit	2	<b>Collaborates with others</b> <ul style="list-style-type: none"> <li>Understands other National Museums Scotland departments and priorities and how these relate to their own area of work.</li> <li>Promotes and raises awareness of own role and department, internally or externally.</li> <li>Encourages co-operation between, people, departments, sites and directorates.</li> <li>Considers and sees different perspectives on issues, between people, across departments or organisations for mutual benefit.</li> <li>Works with external stakeholders and organisations to deliver our objectives.</li> </ul>
<b>Communicating &amp; Engaging</b>  Uses interpersonal skills flexibly to communicate, influence, persuade and negotiate to ensure a shared understanding and commitment to act	2	<b>Engages and Influences others</b> <ul style="list-style-type: none"> <li>Communicates regularly, accurately, timely and appropriately.</li> <li>Facilitates two – way communication, encouraging dialogue and exchange throughout and outwith the organisation.</li> <li>Adapts own style of communication to suit different people's needs.</li> <li>Demonstrates empathy and understanding in all communications.</li> <li>Confidently influences others, rather than manipulating or imposing ideas.</li> </ul>
<b>Focussing on your Customers</b> Places the customer at the heart of what they do, engages and listens and responds to deliver exemplary service, creating an outstanding experience; supporting a culture of service excellence, both internally and externally.	2	<b>Is proactive in understanding customer needs</b> <ul style="list-style-type: none"> <li>Requests and receives feedback from customers in a constructive and positive way.</li> <li>Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront.</li> <li>Is able to assess quickly what a customer wants and gets straight to their needs.</li> <li>Offers a 'bespoke' service and solution to the customer, meeting any special requirements.</li> <li>Responds calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.</li> </ul>

<b>Improving &amp; Innovating</b> Builds personal, professional and organisational capability by keeping up-to-date, being creative, sharing ideas, taking risks, looking inside and out to continuously improve National Museums Scotland	2	<b>Seeks opportunities to continuously improve</b> <ul style="list-style-type: none"> <li>• Seizes opportunities and acts quickly before they are lost.</li> <li>• Thinks creatively and solves problems collaboratively</li> <li>• Facilitates and plans in opportunities for staff and stakeholders to contribute their ideas and suggestions.</li> <li>• Accesses networking and expert groups, benchmarks other organisations.</li> <li>• Maintains and shares a network of useful external contacts to facilitate learning and idea generation.</li> </ul>
<b>Leading and Managing</b> Sets direction and standards to drive individual, team and organisational performance by involving, supporting, developing and enabling staff and others to effectively contribute to the present and the future of National Museums Scotland.	2	<b>Manages Staff</b> <ul style="list-style-type: none"> <li>• Creates understanding and commitment to the department and organisational priorities and programming.</li> <li>• Adapts management style to suit the circumstances and diversity of our workforce.</li> <li>• Shares knowledge, expertise and best practice with others to help them develop and perform.</li> <li>• Cares about the needs of the team, listens to and acts on feedback.</li> <li>• Challenges under performance, clarifies expectations of good performance and stretches good performers</li> </ul>
<b>Planning for Success</b> Ensures effective delivery and completion by realistically planning and prioritising tasks and managing workload; develops and manages plans, programmes and projects, in consultation with stakeholders and within existing priorities, people resources and budgets.	2	<b>Develops and implements plans</b> <ul style="list-style-type: none"> <li>• Develops and implements plans for delivery, building in flexibility to cope with last minute demands.</li> <li>• Takes into consideration the impact of actions and decisions on others and puts in place measures to minimise them.</li> <li>• Consults with relevant stakeholders to ensure the output, the outcome and the plan to meet their needs.</li> <li>• Prioritises own workload to meet conflicting demands.</li> <li>• Thinks ahead to identify potential obstacles and proactively solves issues to minimise the impact on delivery.</li> </ul>