

People Partner

As a People Partner, you'll provide advice to our leadership team regarding best practices and maximise employee efficiencies and foster a culture of continuous improvement.

Our People partners work with our directorates and manage key stakeholders to help build our organisation and people capability. This role will help implement our effective people strategies within the organisation.

You will oversee the key elements of the employee lifecycle, ensuring that the employee experience remains positive, and that the organisation needs are met. This role will also maintain accurate data within these areas, which will ensure compliance, assist in workforce planning and help drive evidence-based decision making.

This is a highly visible and on the ground role. Engaging with our key stakeholders you'll help deliver forward National Museums Scotland's overall strategy whilst championing the use of data and people metrics to drive decision-making.

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

Post Title: People Partner		
Department: People Team	Section: People Team	
Directorate: Finance and Resources	Grade: 4	Hours: As per job advert
Purpose of post: Act as a trusted advisor to our organisation leaders using knowledge of employment law and current best HR practise to align People strategies with business objectives, lead talent development initiatives, and foster an inclusive, high-performance culture that enables National Museums Scotland to achieve its strategic goals.		
Key responsibilities: <ul style="list-style-type: none"> • Understand the strategic and operational aims and objectives of aligned directorates to develop appropriate people programs, solutions and advice to to support their delivery. • Collaborate with People team colleagues, using their knowledge and expertise to support the development and implementation of key people activities to foster a positive workplace culture. • Provide professional support and guidance to managers on employee relations' issues, taking the lead on complex casework. Work in partnership with Trades Unions to develop and maintain effective working relationships with employees and the recognised trade unions. • Enable and influence organisational design within directorates drawing on technical expertise and professional judgement to inform and shape. Work with senior managers to consider operational workforce requirements, liaising with specialist colleagues to ensure that the business area receives the support they need to address challenges. • Use relevant people trends and metrics to inform the development of people programs, policies and processes to meet strategic and operational requirements such as wellbeing initiatives, employee retention and engagement • Review and update people policies and procedures to meet strategic and operational objectives, employment legislation and best practice • Support role design and undertake role evaluation • Manage additional People team projects and activities as required • Commit to good health & safety and access practice and ensure familiarity with National Museums' health & safety and access policies, procedures, and guidelines • Undertake any other reasonably required duties as requested by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed above. 		
Expected outcomes: <ul style="list-style-type: none"> • Delivery of people programs, solutions and advice that supports the strategic and operational aims and objectives of directorates and the organisation. 		

- Coach and mentor management team to successfully resolve complex employee relations cases through the use of conflict resolution strategies that mitigate organisational risk.
- Evidence-based solutions using appropriate People metrics
- Maintain up to date knowledge of employment legislation, employment policies, and HR best practice.
- Proactive and significant contribution to the success of the People Directorate.

Reports to: Senior People Partner

Facts and Figures

- **Budget:** nil
- **Staff Managed:** None
- **Other:** Total staff at National Museums Scotland –c.500, across 5 sites

Thinking Skills: (Judgements/decisions made)

- Responsible for making sensitive and complex decisions and judgements relating to people management issues on a regular basis
- Use of judgement and diplomacy in exchanges with trade union representatives.

Communication and Contact:

Internal:

- HR Advisors and wider People team colleagues
- National Museums Scotland Directors
- Leadership Team
- National Museums project teams
- Colleagues and Managers
- Trade Union representatives

External:

- Consultants and agencies, across the UK
- Peer Organisations
- Professional Bodies
- National Trade Union Representatives
- Legal Advisors
- 3rd Party Suppliers

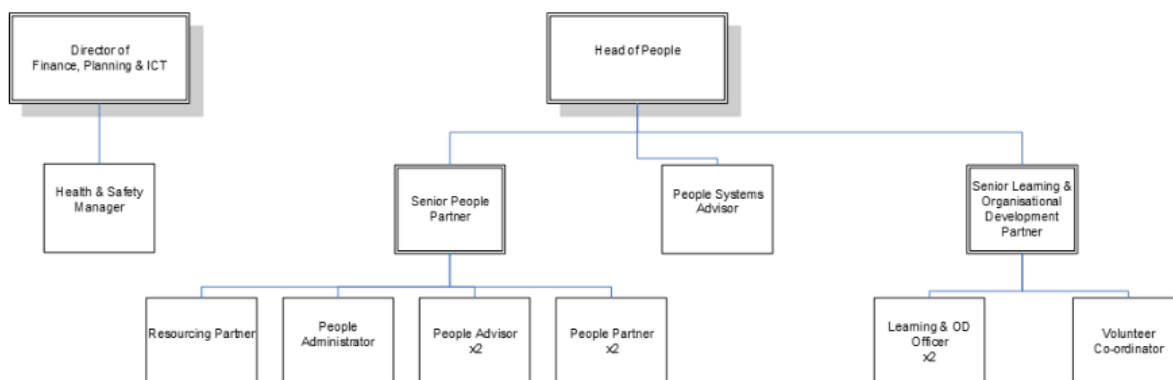
Most challenging parts of the job:

- Influencing, challenging and coaching a range of stakeholders
- Working with managers to identify appropriate people solutions for complex situations.
- Managing and prioritising a busy workload for self and others

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

- Able to travel to all National Museums

Organisational Chart, People Department:



Site Specific Requirements: Travel to all National Museums Scotland sites to support the organisation as required



PERSON SPECIFICATION

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Directorate: Finance and Resources	Grade: 4	Hours: As per job advert

Knowledge	Essential/desirable	Evidence assessed by
Significant HR generalist knowledge that is equivalent to CIPD Level 5	Essential	Certificate/ Application
Current employment law and HR best practise.	Essential	Application/ Selection Event
Understanding of heritage sector and/or visitor and tourist attractions	Desirable	Application/ Selection Event

Skills	Essential/desirable	Evidence assessed by
Ability to influence and coach a range of internal stakeholders	Essential	Application/ Selection Event

Apply strategic thinking to HR processes and procedures to enable continuous improvement	Essential	Application/ Selection Event
Conflict resolution	Essential	Application/ Selection Event
Collaborative problem solving	Essential	Application/ Selection Event
ICT skills in Microsoft Word, Excel, Powerpoint, Outlook and HR Management Information Systems	Essential	Certificate/Application/ Selection Event
Presentation skills	Desirable	Application/Selection Event
Mediation skills	Desirable	Application/Selection Event
Project Management	Desirable	Application/Selection Event

Experience	Essential /desirable	Evidence assessed by
HR generalist experience	Essential	Certificate / Application
Experience of supporting management team to achieve their strategic and operational priorities	Essential	Application/Selection Event
Significant experience of successfully resolving complex case work to manage organisational risk.	Essential	Application/Selection Event
Experience of developing and updating HR policies and processes	Essential	Application/Selection Event
Experience of processing, analysing and presenting complex data	Essential	Application/Selection Event
Experience of delivering successful organisational change projects	Desirable	Application/Selection Event
Experience of dealing with trade unions and / or staff representatives	Desirable	Application/Selection Event

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 through the process, primarily at our Selection Events.

Competency	Level	Detail
Building Relationships	3	Develops, establishes and

Works effectively and professionally as part of their team and co-operates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally for mutual benefit.		manages collaborations <ul style="list-style-type: none"> • Helps others understand other National Museums Scotland roles and functions internally or externally • Helps makes connections for people, putting people in touch to facilitate co-operation and collaboration • Proactively manages the delivery and the expectations of internal and external senior stakeholders, in terms of responsibilities outputs and outcomes • Understands conflicting outlooks and demonstrates a willingness to find common ground • Builds and maintains a strong external network and looks for opportunities for external collaboration and partnership.
Communicating & Engaging Uses communication and interpersonal skills flexibly across all channels of communication, to engage, influence, persuade and negotiate ensuring a shared understanding and commitment to act.	3	Influences and persuades in complex situations <ul style="list-style-type: none"> • Communicates with credibility and authority presenting a compelling point of view • Keeps lines of communication open at all times for feedback and exchange • Considers the needs of National Museums and its staff and stakeholders in determining appropriate communication and channels • Delivers difficult messages constructively to staff, customers and others when required • Influences and persuades senior stakeholders and gains commitment of others to act and achieve outcomes.
Focussing on your Customers Places the customer at the heart of what they do, engages, listens and responds to deliver exemplary service, creating an outstanding experience; supporting a culture of service excellence, both internally and externally.	3	Manages customer relationships and service levels <ul style="list-style-type: none"> • Proactively finds out what our diverse customers groups want by research, testing and evaluation • Analyses the customers' needs and takes action to enhance and improve customer service • Develops and effectively manages a network of existing and potential customers internally or externally • Ensures customer focused processes, frameworks and systems are in place and operating effectively • Supports internal customers in meeting the expectations of their customers.
Improving & Innovating	2	Seeks opportunities to continuously improve

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.		<ul style="list-style-type: none"> • Seizes opportunities and acts quickly before they are lost • Thinks creatively and solves problems collaboratively • Facilitates and plans in opportunities for staff and stakeholders to contribute their ideas and suggestions • Accesses networking and expert groups, benchmarks other organisations • Maintains and shares a network of useful external contacts to facilitate learning and idea generation.
Leading and Managing 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.	1	Manages tasks and activities <ul style="list-style-type: none"> • Allocates work based on knowledge, skills and available time and resources, providing clear instructions and specifications • Recognises the achievement and performance of others and gives them credit • Provides others with regular feedback and coaches in a constructive manner • Motivates by making people feel valued and important in interactions and by celebrating successes • Encourages an open, safe and approachable environment by listening and not judging.
Planning for Success 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	Develops and implements plans <ul style="list-style-type: none"> • Develops and implements plans for delivery, building in flexibility to cope with last minute demands • Takes into consideration the impact of actions and decisions on others and puts in place measures to minimise them • Consults with relevant stakeholders to ensure the output, the outcome and the plan to meet their needs • Prioritises own workload to meet conflicting demands • Thinks ahead to identify potential obstacles and proactively solves issues to minimise the impact on delivery.

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