

General Assistant | National Museum of Flight

Salary as per job advertisement plus membership of the 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. You will work in a dynamic indoor and outdoor environment to ensure that our historic site and buildings are well-maintained, safe, clean, and presented to the highest possible standards for our 75,000 visitors each year. You will also contribute to 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

Post Title: General Assistant		
Department: Visitor Experience	Section: National Museum of Flight	
Directorate: Visitor Experience	Grade: 7	Hours: As per job advert
<p>Purpose of Post:</p> <ul style="list-style-type: none"> To provide support services at the National Museum of Flight in order to ensure that the highest standards of cleanliness, maintenance, security, and health and safety are achieved in all areas. To support all activities and events where required 		
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> To undertake all cleaning at the Museum, working with and deploying contract cleaners, to clean office areas, toilets, main display hangars, storage and restoration hangars and all other collection and building stores. To maintain the site and grounds of the museum to the highest standard. To provide manual assistance to all staff at the museum in general support of their work e.g. portering. To work as a member of a handling team to move objects, engines and aircraft as directed by the GM, collections services or curatorial teams. To operate, monitor and control all plant and equipment at the National Museum of Flight including forklifts, genies, pickup trucks and UTV's. To report defects and work with Estates in maintaining the general building fabric of the site, and to provide a point of contact for all contractors working at the National Museum of Flight. To comply with the Health and Safety at Work arrangements at the National Museum of Flight To control access to all buildings and keys at the National Museum of Flight. To undertake minor maintenance work as directed by the GM and agreed by estates. Support all events at the Museum. Participation in the keyholding and on call arrangements for the National Museum of Flight. Provide backup VEA services when there is a short-term resource issue at the Museum. 		

- 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:

- Very high standards of cleanliness in the museum displays and public hangars.
- Reduction in accidents and improvements in attitude to Health and Safety at Work.
- Positive and proactive approach to customer service.
- Proactive approach in the maintenance and reporting of building defects.
- Continuing improvements to the maintenance of the grounds and cleanliness of the buildings.
- Improved security provision and control of contractors across the site
- Maintain a positive and proactive approach to customer service

Reports to: General Assistant Team Leader (Job Share), National Museum of Flight

Facts and Figures:

Budget: No budget responsibility.

Staff Managed: None

Indirect Staff Managed: None.

Other: Supervising Contractors / Oversight of Cleaners

Thinking Skills (Judgement / Decisions Made):

- Positive and proactive approach to standards of site maintenance and customer service
- Using available resources to full potential
- Improved awareness of Health and Safety issues on site and a reduction in accidents

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 staff / Facilities Management staff
- Human Resources staff

External:

- A wide range of visitors and external partners and customers
- Contractors / Consultants
- Emergency Services
- Neighbouring Landowners
- Cleaners
- Event Teams / Exhibitors etc

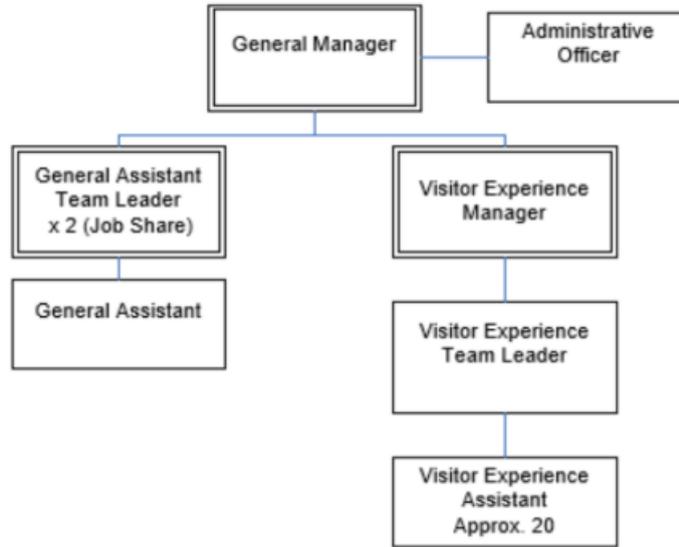
Most Challenging Parts of the Job:

- Very high standards of cleanliness, maintenance, security and H&S across the site requiring reasonable physical fitness
- 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
- Having oversight of external contractors to ensure they comply with all National Museums' practices and procedures
- Knowing when and from whom to seek assistance and advice from other National Museums Scotland staff.

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

- Regular outdoor working, often in inclement weather
- Range of general technical skills for repair work
- Work on a systematic rotational basis (five days out of seven including regular weekends and public holidays)
- 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
- Participation on the On-Call rota

Organisational Chart, National Museum of Flight:



Example of working rota 35 hours per week across a 4-week rotation

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	07:45 – 15:45	07:45 – 15:45	07:45 – 15:45	07:45 – 15:45		07:45 – 15:45	07:45 – 15:45
Week 2	07:45 – 15:45		07:45 – 15:45	07:45 – 15:45	07:45 – 15:45		
Week 3	07:45 – 15:45	07:45 – 15:45	07:45 – 15:45	07:45 – 15:45		07:45 – 15:45	07:45 – 15:45
Week 4	07:45 – 15:45		07:45 – 15:45	07:45 – 15:45	07:45 – 15:45		



PERSON SPECIFICATION

Post Title: General Assistant		
Department: Visitor Experience	Section: National Museum of Flight	
Directorate: Visitor Experience	Grade: 7	Hours: As per advert

Knowledge	Essential or desirable	Evidence assessed by
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 requirements of Health and Safety at Work Act	Desirable	Certificate/ Application
Knowledge and understanding of the care and handling of museum objects.	Desirable	Application/ Selection Event
Current CITB qualification relating to forklift operations and lifting and slinging.	Desirable	Certificate/ Application
SVQ level 2 in the operation and maintenance of plant and equipment	Desirable	Certificate/ Application

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

Experience	Essential or desirable	Evidence assessed by
Experience working in a visitor attraction or museum in a support services role.	Desirable	Application/ Selection Event
Experience of forklift truck driving; the operation of mechanical cleaning and lifting equipment; driving tractors and trailers	Desirable	Application/ Selection Event
Experience in the industrial cleaning of buildings, public spaces and toilets.	Essential	Application/ Selection Event
Experience complying with Health and Safety management systems in the workplace. Essential where there is no SVQ or equivalent.	Essential	Application/ Selection Event

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

Competency	Level	Detail
<p>Building Relationships</p> <p>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</p>	1	<ul style="list-style-type: none"> • Is aware of other National Museums Scotland departments and respects & values their role. • Understands own role, and makes significant contributions. • Supports and helps own team to deliver objectives. • Works willingly and flexibly with other teams and departments to deliver objectives. • Works towards the team, department and directorate goal rather than own agenda.
<p>Communicating & Engaging</p> <p>Uses communication and interpersonal skills flexibly across all channels of communication, to engage influence, persuade and negotiate to ensure a shared understanding and commitment to act.</p>	2	<ul style="list-style-type: none"> • Communicates regularly, accurately, timely and appropriately. • Facilitates two – way communication, encouraging dialogue and exchange throughout and outwith the organisation. • Adapts own style of communication to suit different people’s needs. • Demonstrates empathy and understanding in all communications. • Confidently influences others, rather than manipulating or imposing ideas.
<p>Focussing on your Customers</p> <p>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.</p>	2	<ul style="list-style-type: none"> • Requests and receives feedback from customers in a constructive and positive way. • Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront. • Is able to assess quickly what a customer wants and gets straight to their needs. • Offers a ‘bespoke’ service and solution to the customer, meeting any special requirements. • Responds calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.

<p>Improving & Innovating</p> <p>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</p>	<p>1</p>	<ul style="list-style-type: none"> • Thinks flexibly, open to, accepts and adapts to new or different ideas. • Uses initiative and imagination to make constructive suggestions for improvements and innovations. • Challenges status quo, existing norms and unacceptable behavior constructively – ‘the way we do things around here.’ • Willing to learn, build up knowledge and keep up to date with advances and issues in their own area of work and within National Museums Scotland. • Positively responds to feedback, learning from experience and mistakes.
<p>Planning for Success</p> <p>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.</p>	<p>1</p>	<ul style="list-style-type: none"> • Demonstrates a ‘can-do’ attitude and strives for the best performance. • Actively seeks ways to save costs, resources and time. • Is proactive in seeking help or information when required to get the job done. • Quickly adapts to changing plans and priorities. • Delivers work to quality specification and deadline.

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