Recruitment Pack

Enabler, Fixed Term Contract
Temporary Enabler
£20,607 - £22,351 per annum plus membership of Civil Service pension scheme
Fixed term until October 2018

We are seeking an Enabler, to assist with the delivery, planning and development of innovative and creative informal and formal learning programmes to a wide range of audiences, including schools, families, young people and adult learners.

Educated to Higher/A Level (or equivalent), you will have an understanding of the potential of museum collections as a resource for learning for schools and informal learning audiences. An HNC/HND qualification in education or a museums-related area is desirable, as is a working knowledge of the Curriculum for Excellence. You will have experience of working in a museum, gallery, learning organisation or visitor attraction, delivering programmes and resources for formal and informal learning audiences. Some experience of supervising freelance staff and/or volunteers is desirable. A creative thinker and good communicator with a flexible and adaptable approach, you will be able to plan and schedule effectively, work both on your own initiative and as part of a team, and will have good ICT skills.

This is a temporary post working 37 hours per week, working 5 days out of 7 days on a rota basis.

Based at the National Museum of Scotland, you may also be required to work occasionally at other sites. 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 NMS17/752.

Closing date for completed applications is Friday 13th October 2017

It is anticipated that the selection event will take place on/around Thursday, 9th November 2017.

Please note that CVs are not considered as, or as part of, job applications and will not be forwarded to the shortlisting process.

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

National Museums Scotland is one of the leading museum groups in Europe, and is responsible for the acquisition, preservation and display of a substantial part of Scotland’s cultural, historic and national heritage, interpreting them and making them accessible to as many people as possible. Millions of local and international visitors enjoy our four museums each year, and we care for one of the largest and most diverse collections in the world, with over twelve million objects which have been built up over 150 years. They encompass a huge range of internationally important collections covering science and technology; art, design and fashion; the natural world, cultures across the world; and the story of Scotland itself. These unusually broad ranging collections enable us to explore, to debate and to celebrate our nation and the world around us - past, present and future.

Bold ideas and a track record of success have served us well in securing support for ambitious goals. Inspired by the pioneers and thinkers who founded our institution and created our collections, National Museums Scotland is committed to take every opportunity to realise its vision: **Inspiring people, connecting Scotland to the world and the world to Scotland.** We work with museums and communities across Scotland and internationally, introducing our collections to a much wider audience than can physically visit our museums through touring exhibitions, loans, community engagement, digital programmes and research.

Continuing Investment

Over the past decade we have invested over £110 million in our collections, our museums and our visitors - from the 2004 acquisition of a Concorde aircraft and associated developments at the National Museum of Flight, to the 2011 transformation of large parts of the National Museum of Scotland which more than doubled visitor numbers, and the creation of a single site at the 10 acre National Museums Collections Centre for our stored collections, conservation and research activities.

We have recently completed two further major projects. A £3.7 million redevelopment has enabled a step change to be made in the visitor experience at the National Museum of Flight, restoring two historic aircraft hangers and re-presenting 100 years of aviation history. A further £15 million investment at the National Museum of Scotland has created ten inspiring galleries of fashion, applied art and design, science and technology and a new public piazza in front of the Museum. Opened in the 150th year of the National Museum of Scotland, this penultimate phase of the museum’s Masterplan marks a historic transformation.

In 2018 we plan to complete the Masterplan for the National Museum, with two new galleries of East Asia and Ancient Egypt. We also look forward to beginning a reconsideration of the Museum’s Scottish galleries, where we will aim to explore afresh the contemporary and historic identity of the nation through the lens of the twenty-first century. Further leading-edge facilities at the expanding National Museums Collections Centre will transform that site into an international hub for the conservation, research and sharing of our collections. Consideration is also being given to further significant investment at the National Museum of Flight.
Our Museums

Over the last decade, we have more than doubled our visitor numbers, with over 2.5 million people now visiting our four museum sites: the National Museum of Scotland and National War Museum, in Edinburgh; the National Museum of Flight, in East Lothian; and the National Museum of Rural Life in East Kilbride, near Glasgow. We also have a fifth site, the National Museums Collection Centre in north Edinburgh which is the focus for our stored collections, conservation and research.

Collections and Research

Our collections are a legacy which we look after on behalf of everyone. Our huge collections represent everything from Scottish and classical archaeology to applied arts, design and fashion; from world cultures and social history to science, technology and the natural world. The National Museums Collection Centre, in Edinburgh, is home to millions of items not currently on display. It also houses state-of-the-art facilities for conservation, taxidermy and collections research. The latter is often undertaken in partnership with Universities and other major institutions nationally and internationally.

Through our research, we aim to explore the significance of the millions of objects in our care. How we interpret our collections can increase public understanding of human history and the natural environment.

Exhibitions and Events

Through major international exhibitions we bring cultural treasures from around the world to Scotland and help tell the significant stories within our own collections. From our annual Airshow at the National Museum of Flight to events held in partnership with Edinburgh’s Festivals; from lectures, re-enactments and concerts to our award-winning after-hours Museum Lates: our public programmes bring history, science, the natural world, arts and cultures to life.

Schools Programme

School children from across Scotland experience days of discovery across our sites, with more than 65,000 school visits enjoyed every year. Many more pupils engage with our objects and exhibitions through live broadcasts and through our shared learning resources.

National and International

Innovative ways to connect with audiences across Scotland lie at the heart of our national programmes. Our outreach programme widens access to our collections, through projects tailored to meet the needs and interests of diverse groups across Scotland.

From touring exhibitions to creative collaborations, our partnership work across the UK and internationally brings our collections to a much wider audience than can physically visit our museums. By working overseas we are extending Scotland's international profile and developing knowledge of our collections far beyond our walls.
Services and Expertise

Our dedicated staff hold a wealth of expertise across a wide range of fields, and through our knowledge exchange programme we provide advice, training and support to museums across Scotland.

Loans to venues across Scotland and the UK enhance regional collections and mean more people than ever can enjoy our objects. Our international loans programme helps introduce our collections to audiences who might never visit our museums, and brings treasures from around the globe to our shores.

STRATEGIC PLAN 2016-20

Our new Strategic Plan sets out the ambitions of National Museums Scotland in 2016-20. It outlines the opportunities and challenges we face, and the potential we see:

Our **Aims** direct our priorities, activities and actions:

- **Put People First**
  Create inspiring experiences that help our audiences’ understanding of themselves and the world around them.

- **Value our Collections**
  Preserve, interpret, share and make them accessible for all.

- **Increase our Reputation and Reach**
  Connect more with people locally, nationally and internationally.

- **Transform our Organisation**
  Develop our people, and work together to deliver our ambitions and increase our income.

Our **Priorities** reflect our continued drive to delight and inspire our visitors, to invest in our historic buildings and displays, and to research and display our collections for audiences to enjoy. Each priority has a series of intended outcomes, with more detailed actions in our annual Operational and Department Plans:

- Creating inspiring visitor experiences at our Museums and elsewhere.
- Developing, preserving and increasing access to the National Collections.
- Strengthening and sharing collections knowledge and research.
- Reaching out to people across Scotland and the world.
- Transforming our digital engagement.
- Valuing, supporting and developing our people and empowering them to work together in new ways.
- Growing and diversifying our income.

Looking ahead, we plan to broaden our programme, making further step-change improvements to quality, profile, popularity and reputation. Our dynamic programme of displays, exhibitions and events will continue to develop, drawing ever larger and broader audiences, young and old,
at home and abroad, to encounter extraordinary objects in new ways. We also aim to address our wider national and international potential, and make shifts in the way we operate and fund our work.

Our funding comes from three main sources: the Scottish Government, commercial income (including ticketed museums, exhibitions and events) and philanthropy. In the years ahead we aim to increase the income we generate, as delivering our ambitions will require additional financing. We aim to build on our success in raising large sums from charitable trusts, individuals and corporate supporters, increasing our fundraising capacity and supporter base. We also aim to grow commercial income from our Enterprises company and other sources.

We have approximately 450 staff and over 500 volunteers. To achieve our goals it is vital that the whole team work well together – effective delivery rests on enabling our staff to use their skills and experience to the full and continuing to attract new talent to every part of the organisation. Our commitment to the development and engagement of our people is central to the delivery of this Strategy.

General Information

Salary

The salary is £20,607 - £22,351 pro rata 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 successful 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.

Location

This post is based at the National Museum of Scotland, Chambers Street, Edinburgh.

Hours

The hours for this post are 37 hours per week, on a rotational, rostered five days over seven days working pattern.

Occasional evening work will be required, to support specific events and activities. Based at the National Museum of Scotland, you may also be required to work occasionally at other sites.

Annual leave

There is an annual leave allowance of 28.5 days pro rata per annum, rising to 33.5 days pro rata per annum after five years’ service. In addition, all staff receive 8 public and privilege holidays per annum, pro rata.

Probation

Staff are on probation for a period of six 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% of your gross salary towards your pension. Members’ contributions are comparatively low. The choice of scheme is as follows:

- **alpha.** This is a defined benefit pension scheme. Details of the contributions you will pay are shown in Annex A. As your employer we will also make a substantial contribution.

- **partnership pension account.** This is a stakeholder pension with a contribution from us. How much we pay is based on your age and 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.

New members of National Museums Scotland staff whose eligibility is not affected by any such factors will be automatically entered into alpha upon appointment until their pension choices form is confirmed or if they decide to opt out of the Civil Service pension arrangements altogether. If you do opt out, the Pensions Act 2011 requires all employers to automatically re-enrol all eligible workers who are not in a qualifying pension scheme. This takes place periodically, usually every three years, from the employer’s staging date. National Museums Scotland staging date was 1 November 2013.

**Our approach to Equality and Diversity**

We are committed to promoting equal opportunities, and 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:
<table>
<thead>
<tr>
<th>Flexible Working Hours Scheme</th>
<th>Adoption and Parental Leave</th>
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<tbody>
<tr>
<td>Flexible Working Arrangements</td>
<td>Shared Parental Leave</td>
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<tr>
<td>Part Time Working</td>
<td>Employee Assistance</td>
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<tr>
<td>Special Leave</td>
<td>Child Care Voucher scheme</td>
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<tr>
<td>Dependent Leave</td>
<td>Gender Reassignment</td>
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<tr>
<td>Work Life Balance: Career Breaks and Flexible Working</td>
<td>Maternity and Paternity Leave</td>
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</tbody>
</table>

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 online retailers. The wide range of goods and services available at a reduction range from everyday essentials such as food shopping 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.

**Capital Credit Union**

Capital Credit Union is an ethical not-for-profit financial cooperative that provides savings and lending solutions to its members. National Museum Scotland is a Sponsoring Employer of which means that employees can save into a Capital Credit Union savings account via their monthly salary. By making regular savings in this way, our employees get access to a range of products and services, including dividends, a range of savings accounts, unsecured loan products, fixed and variable rate mortgages, etc.

**Cycle to Work Scheme**

National Museums run the Salary Sacrifice based cycle scheme ‘cycle2work’. Salary sacrifice occurs when an employee agrees to give up part of their salary for an agreed period in exchange for a non-cash benefit; in this case, the loan of a bike/ safety equipment for an agreed period of either 12 or 18 months. Providing the main use of the bike is for commuting to work, employees will incur no tax or National Insurance on the benefit.

**Retirement Policy**

National Museums Scotland does not have a default retirement age. Under the alpha pension the age you can draw your pension benefits without reduction is the higher of age 65 of your state pension age.
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. Checks will, therefore, be carried out to ensure that any overnight stay is necessary and that cheaper travel options have been sought out.

There will be no reimbursement for subsistence.

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.

Selection 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:

Building Relationships
Communicating & Engaging
Focusing on your Customers
Improving & Innovating
Leading & Managing
Planning for Success

It is anticipated that this selection event for this post will take place on the Thursday, 9th November 2017.

We do appreciate the time and effort that applicants invest in applying for opportunities with National Museums Scotland. Unfortunately due to the high numbers of applications we receive we are unable to respond to every candidate to inform them whether or not they have been shortlisted for interview.

If you have not had any response within six weeks of the closing date, you should assume that your application has been unsuccessful.
National Museums Scotland is committed to being an Equal Opportunities Employer.
# JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Post Title:</strong></th>
<th>Enabler</th>
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<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>Learning and Programmes</td>
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<tr>
<td><strong>Section:</strong></td>
<td>n/a</td>
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<tr>
<td><strong>Directorate:</strong></td>
<td>Public Programmes</td>
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<tr>
<td><strong>Grade:</strong></td>
<td>6</td>
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<tr>
<td><strong>Hours:</strong></td>
<td>Full time 37hrs</td>
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**Purpose of Post:**

- To assist with the delivery development and planning of innovative and creative, informal and formal learning programmes to a wide range of audiences, including schools, families, young people and adult learners

**Key Responsibilities:**

- Deliver a range of exciting and engaging programmes, activities and events for formal and informal learners (including schools, families, young people and adults)
- Liaise with appropriate National Museums staff, in order to ensure effective operational planning and delivery of events and activities
- Enhance the visitor experience in the museum, through proactive engagement with audiences
- Supervise and support freelance staff and volunteers involved in the delivery of programmes and events, when appropriate
- Assist in the monitoring and evaluation of programmes, in order to ensure they meet visitor needs and operational requirements
- Be committed to good health and safety and access practice and ensure familiarity with National Museums’ health and safety and access policies, procedures and guidelines

**Expected Outcomes:**

- A wide range of high quality, professionally delivered events taking place within the museum are planned, communicated and resourced appropriately
- Support to visitors in their engagement and activity in interactive galleries, such as Adventure Planet and Imagine, as well as the new Learning Centre
- Programmes and activities for schools which meet the different learning styles of pupils and needs of teachers, guided by the requirements of the Curriculum
for Excellence

- Information on numbers and quality of participation and engagement for Key Performance Indicators and other operational reporting requirements
- A higher profile of National Museums Scotland for learning and events programmes

**Reports to:**
Enabler Supervisor

**Facts and Figures:**

**Budget:** None direct, though work within budgets set and managed by Learning Manager (Formal and NMOS) and Learning Officers (Schools, Family, Adult) as well as with the Community Engagement team.

**Staff Managed:** None

**Indirect Staff Managed:** None

**Other:** Close liaison and team working with other Enablers. Supervision of freelance staff and volunteers

**Thinking Skills (Judgement / Decisions Made):**

- Assessing impact on, and visitor response to, a wide range of programmes
- Using judgement to adapt to different learning styles and methods of delivery
- Planning and scheduling effectively

**Communication and Contact:**

**Internal:**

- Learning and Programmes colleagues
- Visitor Services team
- Information Services (Research Library)
- Marketing & Communications
- Internal staff involved in delivery of programmes (e.g. curatorial colleagues)
**External:**

- Freelancers
- Volunteers (guides, other volunteer assistants and interns)
- The full range of audiences
- Teachers and other education specialists

**Most Challenging Parts of the Job:**

- Regular delivery of programmes and activities in the galleries and Learning Centre
- Ensuring clear communication with colleagues, volunteers and freelance staff
- Working with a wide range of staff, freelancers and volunteers
- Planning work ahead of time, to fit with National Museums’ requirements
- Dealing with difficult visitors

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

- Based at the National Museum of Scotland
- Regular weekend working required to support and deliver programmes and events
- Occasional evening working when specific activities and events take place
- May be required to work occasionally at other sites, to support and deliver programmes and events
**PERSON SPECIFICATION**

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<thead>
<tr>
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### Knowledge

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<th>Essential or desirable</th>
<th>Evidence assessed by</th>
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<tr>
<td>Educated to Higher / A Level or equivalent in at least English</td>
<td>Essential</td>
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<tr>
<td>Understanding of the potential of museum collections as a resource for learning for schools and informal learning audiences</td>
<td>Essential</td>
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<td>Understanding of how Public Programmes can support different learning styles</td>
<td>Essential</td>
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<tr>
<td>Understanding of how Public Programmes can support the aims and objectives of National Museums Scotland</td>
<td>Desirable</td>
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<tr>
<td>HNC or HND in education or museums-related area</td>
<td>Desirable</td>
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<td>Understanding of need to monitor and evaluate programmes against strategic aims and objectives</td>
<td>Desirable</td>
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<tr>
<td>A working knowledge of the Curriculum for Excellence</td>
<td>Desirable</td>
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### Skills

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<tr>
<td>Creative thinking</td>
<td>Essential</td>
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<td>Ability to plan and schedule effectively</td>
<td>Essential</td>
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<tr>
<td>Ability to work on own initiative and as</td>
<td>Essential</td>
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<tr>
<td>Competency</td>
<td>Level</td>
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<tr>
<td><strong>Building Relationships</strong>&lt;br&gt;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</td>
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<tr>
<td>Internationally for mutual benefit.</td>
<td>• Works towards the team, department and directorate goal rather than own agenda.</td>
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<tr>
<td>Communicating &amp; Engaging Uses interpersonal skills flexibly to communicate, influence and negotiate both internally and externally to ensure a shared understanding and commitment to act.</td>
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<tr>
<td>• Communicates regularly, accurately, timely and appropriately.</td>
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<tr>
<td>• Facilitates two – way communication, encouraging dialogue and exchange throughout and out with the organisation.</td>
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<tr>
<td>• Adapts own style of communication to suit different people’s needs.</td>
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<tr>
<td>• Demonstrates empathy and understanding in all communications.</td>
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<td>• Confidently influences others, rather than manipulating or imposing ideas.</td>
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<td>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.</td>
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<tr>
<td>• Requests and receives feedback from customers in a constructive and positive way.</td>
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<td>• Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront</td>
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<td>• Is able to assess quickly what a customer wants and gets straight to their needs.</td>
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<tr>
<td>• Offers a ‘bespoke’ service and solution to the customer, meeting any special requirements.</td>
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<tr>
<td>• Responds, calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.</td>
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<tr>
<td>Improving &amp; Innovating Builds personal and organisational capability to</td>
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<tr>
<td>• Thinks flexibly, open to accepts and adapts to new or different ideas.</td>
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</table>
continuously improve to enable National Museums Scotland to excel and lead within the sector.

<table>
<thead>
<tr>
<th>Planning for Success</th>
<th>1</th>
<th>Follows Plans and Delivers</th>
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<tbody>
<tr>
<td>Realistically plans tasks, programmes and projects in consultation with stakeholders and existing resources; making decisions for effective delivery.</td>
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<td></td>
<td>- Demonstrates a ‘can-do’ attitude and strives for the best performance</td>
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<td>- Actively seeks ways to save costs, resources and time.</td>
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<td>- Is proactive in seeking help or information when required to get the job done.</td>
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<td>- Quickly adapts to changing plans and priorities.</td>
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<td>- Delivers work to quality, specification and deadline.</td>
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</table>

- Uses initiative and imagination to make constructive suggestions for improvements and innovations.
- Challenges status quo, existing norms and unacceptable behaviour 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.