

Recruitment Pack

Schools Engagement Manager

Learning and Engagement Department

National Museums Scotland



Introduction

National Museums Scotland is one of the leading museum groups in Europe. With one of the largest and most diverse collections in the world, we are responsible for the acquisition, preservation and display of a substantial part of Scotland's cultural, historic and national heritage.

Millions of local and international visitors enjoy our four museums each year, and we also introduce our collections to a much wider audience than can physically visit our museums through, touring exhibitions, loans, community engagement, digital programmes and research.

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.

Our vast collections ensure we can reach into many current and emerging curriculum areas and our geographical spread, as well as online reach, enables engagement across the country and beyond.

The unique power of our multi-disciplinary collections gives us a platform from which to influence outcomes across the Scottish Government portfolio. We are a key contributor to progress through the Scottish Government's National Performance Framework and Equalities Outcomes. We remain committed to contributing to the delivery of the Scottish Government's Culture Strategy and its principles of inclusion and accessibility, which have long guided our work.

The multi-disciplinary nature of the National Collection means we can naturally reach across many curriculum areas and extend our knowledge to support the wider museums sector. We strive to reach those impacted by poverty and to reduce barriers related to poverty using Scotland's material heritage to encourage engagement and make education more fun and interesting to those who do not connect with the traditional methods

NMS is entering a period of work within a new strategic plan, which is innovative, enabling, connected and as ambitious as possible, building on our core values. It sets out our drive to be relevant and to build on our established reputation, and how we will do this through our mission and vision. Our current strategic plan covers the period 2022-2027. It describes our aims and priorities for this period and includes details of the resources required to achieve them. To read the full plan please visit: [Strategy | National Museums Scotland \(nms.ac.uk\)](https://www.nms.ac.uk/strategy)

Schools Engagement Manager

£38,803 - £41,785 per annum plus membership of Civil Service pension scheme

Permanent

Full time (37 hrs a week)

This is an exciting opportunity to make your mark in the Learning and Engagement department where you will develop and lead on the formal learning programming by engaging with schools nationally. Schools are incredibly important audiences across our museums and sites and we offer positive experiences through creative, engaging and planned schools offer, developing a life-long museum relationship.

The Learning and Engagement department has developed a positive and credible reputation for schools programming over the past 20 years. The team have established a range of engagement methods such as in-person delivery of workshops, tours, self-led visits, handling boxes, bespoke projects such as exhibition tours, curatorial projects, externally funded projects, online delivery including workshops and assemblies and capacity building support such as teacher CPD, national sector support, workshops for student groups and delivery of events.

Within this role you will have a range of responsibilities and no two days will be the same. You will manage a highly experienced and motivated creative delivery team and be responsible for day-to-day delivery, for developing new products, developing reach, building upon key partnerships and relationships and accessing relevant funds. You will work with a peer group of Engagement Managers, with supportive colleague's from across directorates within the organisation.

As well as a national programme across sites you will lead on the development of Maths Week Scotland, a flagship national programme entering its second iteration of Scottish Government funding and oversight.

You'll work with many important stakeholders and partners, on several projects, leading the development of projects and programmes, planning these with colleagues and delivering to diverse audiences and participant groups in-person, across sites and online.

Educated to degree level or with equivalent experience, you will have experience and knowledge of the education sector, schools, curriculum and wider related drivers and current developments within the sector. You may also have a background in the cultural sector, public or third sector with experience of working across directorates internally and across the country with multiple partners.

An excellent project manager and communicator with a creative and innovative approach, you will have demonstrable experience of managing a delivery focused team, developing services, projects or programmes and a collaborative approach within the Learning and Engagement Team with a team of peers who lead on community engagement, informal learning and events.

You will be based at National Museum of Scotland, working across sites at National Museum of Flight, National War Museum, National Museum of Rural Life and National Museums Collections Centre, and we have a flexible working policy in place.

This is a full-time role, working 37 hours per week, predominantly on a Mon-Fri patterns with the occasional need for evening and weekend work.

To make an online application for this post and to find further details of this post and of all our vacancies please visit www.nms.ac.uk.

The reference number of this post is **NMS22/86**.

The **closing date** for completed applications is **Sunday, 27 November 2022** at midnight. It is anticipated that the selection event will be held week beginning **5 December 2022**.

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

For an informal conversation please contact Janie Hopkins, Head of Learning and Engagement, j.hopkins@nsm.ac.uk.

National Museums Scotland is committed to being an Equal Opportunities Employer. We are keen that our workforce profile reflects the diversity of our visitors and audiences. Therefore, all jobs at National Museums Scotland are open to everyone and we encourage applicants from all backgrounds, irrespective of sex, gender identity, race, disability, religion or belief, sexual orientation or age. We welcome candidates who think they have the required skills and can make a contribution in this key role.

We would like to particularly encourage those from black, Asian and minority ethnic backgrounds, people belonging to minority religions, LGBTQ+ people and disabled people to apply to bring fresh perspectives through their lived experience.



JOB DESCRIPTION

Post Title: Schools Engagement Manager		
Department: Learning and Engagement	Section: n/a	
Directorate: Public Programmes	Grade: 3	Hours: 37 (net)
<p>Purpose of Post:</p> <ul style="list-style-type: none"> • Design, implement and oversee delivery of a national schools programme across National Museum Scotland's sites and online. • Build a leading national programme using national collections to connect to the curriculum and engage learners. 		
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> ▪ Develop and implement a strategy for formal learning programmes and resources for schools and colleges across National Museums Scotland. ▪ Establish and manage partnerships with external organisations to support the development of a dynamic programme in line with the Strategic Plan and National Curriculum themes. ▪ Develop opportunities for increased engagement and income generation through strategy for programmes and applying for external funding ▪ Ensure that programmes and events are evaluated and monitored against NMS Impact Framework to ensure continuous improvement. <p>Ensure effective leadership and teamwork within Learning & Engagement, as well as across other departments to ensure the effective development and delivery of programmes and events</p> <ul style="list-style-type: none"> ▪ Develop and nurture key externally funded national schools programmes, such as Maths Week Scotland, connecting to our unique collections and assets. ▪ Lead and manage strategic relationships with partners such as Scottish Government, Education Scotland and Schools. ▪ Develop and implement strategies for the use of the Learning Centre spaces across sites, including outdoor learning opportunities, ensuring increased numbers and quality of participation across the range of target audiences. ▪ Manage budgets and resources for the development and delivery of learning programmes including staff. ▪ Commitment to good health and safety and access practice and ensure familiarity with relevant National Museums Scotland policies, procedures and guidelines. ▪ Commitment to equality, diversity and including, including participatory practices. 		

Expected Outcomes:

- New and innovative programmes for formal learners (schools and colleges/universities) across National Museums Scotland
- A programme of exciting and engaging activities and learning resources at all sites for diverse learner audiences
- Increased income generation through programmes and external funding sources
- Monitoring, evaluating and reporting against Key Performance Indicators and National Museums Scotland strategies
- A range of strategic partnerships with external organisations to develop new programmes and increase participation by target audiences.

Reports to:

Head of Learning & Engagement

Facts and Figures:

Budget: c£85k

Staff Managed: Enabler Supervisor, Enablers and Project focused colleagues

Indirect Staff Managed: Freelance contractors

Other: n/a

Thinking Skills (Judgement / Decisions Made):

- Judgement in planning, managing and developing programmes and projects to meet needs of target audiences and the needs of the organisation
- Make strategic decisions to identify priorities for the use of resources to develop and deliver appropriate programmes and events
- Making recommendations to Head of L&E and advising on formal programmes across National Museums Scotland and range of programmes at National Museum of Scotland to enhance the visitor experience
- Developing creative ideas and approaches for new programmes and events
- Advise Head of Learning & Engagement on appropriate target levels for events and activities

Communication and Contact:

Internal:

- With Engagement Manager (Sites and Events) to ensure that large scale events and programmes at National Museum of Scotland are planned and delivered
- Visitor Experience: Head of Visitor Experience, Visitor Experience Managers and staff to ensure effective delivery of programmes and events
- Marketing & Development to ensure programmes are effectively marketed and publicised and for fundraising for specific programmes/projects
- Exhibitions & Design to ensure exhibitions meet the learning needs of audiences
- Digital Media team to develop online learning resources
- Curatorial departments for input into programmes and events

External:

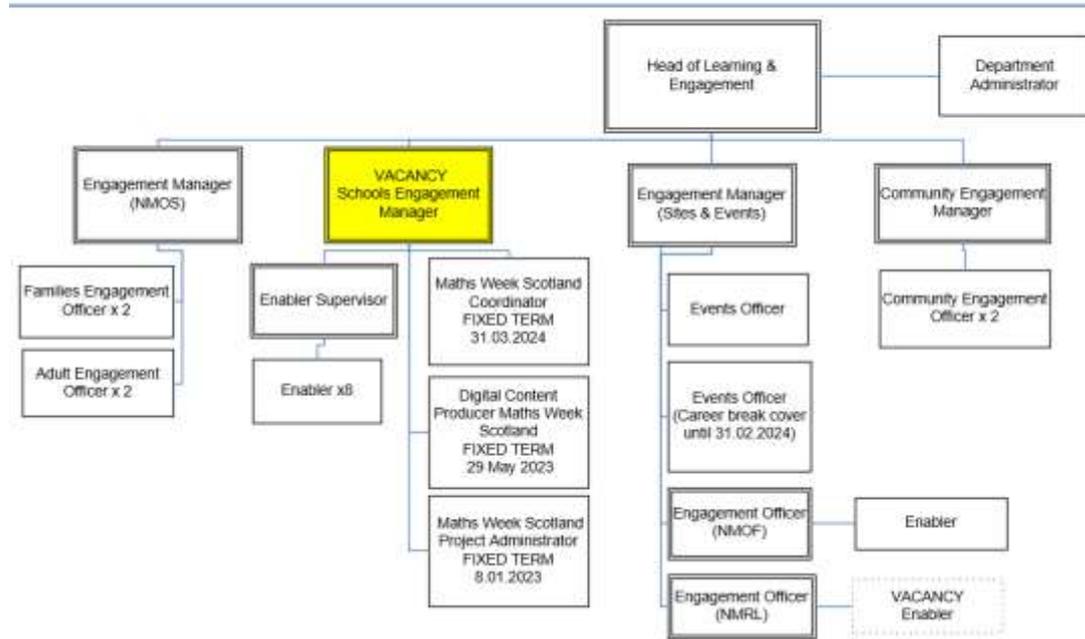
- Freelancers and service suppliers
- Volunteers involved in specific programmes
- Audiences (through consultation and directly)
- External organisations in line with strategies for this post

Most Challenging Parts of the Job:

- Managing competing priorities
- Managing a busy and varied range of programme of events and activities
- Ensuring excellent planning and communication across cross-departmental teams
- Managing budgets and resources
- Ensuring that events and activities meet and where possible exceed audience expectations and needs

Organisational Chart

Learning and Engagement



PERSON SPECIFICATION

Post Title: Schools Engagement Manager		
Department: Learning & Engagement	Section: n/a	
Directorate: Public Programmes	Grade: 3	Hours: 37 (net)

Knowledge	Essential or desirable	Evidence assessed by
Educated to degree level or equivalent	Essential	Application / Certificate
Current knowledge and understanding of the wider educational environment, including Curriculum for Excellence, and national government priorities	Essential	Application / Selection Event
Understanding of how National Museums Scotland's collections can be used to support formal and informal learning and public engagement	Essential	Application / Selection Event
Knowledge of developments in and potential of digital and on-line learning within the museum and wider cultural sectors	Essential	Application / Selection Event
Understanding of strategies for ensuring access to museum collections	Desirable	Application/Selection event

Skills	Essential or desirable	Evidence assessed by
Budgeting, project and resources management	Essential	Application / Selection Event
Proven communication and interpersonal skills	Essential	Application / Selection Event
Proven ability to manage staff	Essential	Application / Selection Event
Analytical and creative thinker	Essential	Selection Event
Demonstrable problem-solving skills	Essential	Selection Event
ICT skills in Microsoft Word, Excel and Outlook	Essential	Selection Event / Test
Driving licence	Desirable	Licence

Experience	Essential or desirable	Evidence assessed by
Significant experience working in a relevant environment	Essential	Application / Selection Event
Experience in collaborative partnerships working across a range of sectors	Essential	Application / Selection Event
Proven experience in developing and planning a diverse and broad scale programme for diverse audiences	Essential	Application / Selection Event
Experience of development, delivery and evaluation of learning programmes and events for diverse audiences	Essential	Application / Selection Event
Understanding of different learning styles and experience of accommodating these in learning programmes and online/digital resources	Essential	Application / Selection Event
Experience of managing staff and budgets to develop and deliver learning programmes and events	Essential	Application / Selection Event
Experience of working across sites and/or on a national platform	Desirable	Application / Selection Event
Experience of developing interpretive strategies for exhibition or display projects	Desirable	Application / Selection Event



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

Competency	Level	Detail
<p>Building Relationships 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.</p>	3	<p>Develops, establishes and manages collaborations</p> <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.
<p>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.</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. • 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.
<p>Focusing 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.</p>	3	<p>Manages customer relationships and service levels</p> <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.

<p>Improving & Innovating 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>	3	<p>Facilities organisational learning</p> <ul style="list-style-type: none"> • Monitors the external environment for emerging trends and opportunities and shares this information. • Initiates changes which contribute to continuous improvement. • Constructively listens to all ideas and suggestions, feeding them in to planning processes and explains when this is not feasible. • Positively manages resistance and blocks to change and innovation through engaging with others. • Proactively manages the impact of innovation and change on staff and stakeholders.
<p>Leading & 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.</p>	3	<p>Manages managers</p> <ul style="list-style-type: none"> • Delegates effectively and empowers staff by trusting and giving them freedom to act. • Consistently inspires and encourages others to develop their potential in line with strategic direction. • Involves team and other stakeholders but is able to take the final decision. • Develops team to effectively deliver based on complementary skills, background and strengths and weaknesses. • Supports managers dealing with under-performing staff, high performers and succession planning.
<p>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.</p>	3	<p>Creates complex 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 outcomes from plans and projects. • Manages and maximises the use of budgets, people and resources to ensure deadlines, quality indicators and efficiency targets are met; and solutions developed. • Ensures effective processes exist to deliver outcomes across the organisations. • Knows when to stop analysing and make the best decision with uncertain or limited information.

General Information – Schools Engagement Manager

Salary

The salary range is £38,803 - £41,785 per annum. Salary on appointment will be subject to qualifications and experience and will normally be within the bottom quarter of the pay range. Pay, including pay progression, is reviewed in negotiation with the recognised trade unions, with an annual settlement date of 1 April. 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 working week of 37 hours, excluding lunch breaks. Normal hours of attendance are Monday to Thursday 08:30 to 17:00, Friday 08:30 to 16:30. As an alternative, a flexible working system is in operation. We are happy to talk flexibly about how you might wish to carry out this role.

Location

This post is based at the National Museum of Scotland with travel to other Museum sites as required. As part of our hybrid working arrangements, we offer the opportunity to work at home up to two days per week.

Probation

New employees are on probation for a period of six months from date of appointment.

Colleague Benefits

Full details of the range of benefits available to colleagues, including our excellent pension provision, can be found [here](#).

Selection Process

We use a competency-based selection process. If you are invited to a selection event you will be asked to participate in activities that will enable us to assess your performance against our Competency Framework. You'll have the opportunity to let us know about any support or adjustments that will help you take part. Details of our competencies can be found in the Person Specification.

Pre-employment Checks/Eligibility to Work in the UK

Any offer of employment will be made subject to:

- receipt of references which are satisfactory to National Museums Scotland and cover the full three-year period prior to the date of appointment.
- a Basic Disclosure Scotland check, the result of which must be satisfactory to National Museums Scotland. The cost will be refunded.
- completion of a health and wellbeing form, which is satisfactory to National Museums Scotland. We ask you to complete this so that we can put in place any support you need, including reasonable adjustments, during your onboarding and induction periods and your ongoing employment with us.
- Receipt of documentation confirming eligibility to work in the UK.

This post does not fulfil the UK immigration requirements for sponsorship, so National Museums Scotland are not able to provide sponsorship under the Skilled Worker route.