

Recruitment Pack

Farm Hand National Museum of Rural Life East Kilbride



Farm Hand

Permanent, part- time post annualized at 18.85 hours per week (980 hours per annum)

£21,537 pro rata per annum (based on full-time equivalent of 37 hours), £10,972

Benefits include membership of Civil Service pension scheme, 36.5 days annual leave pro rata rising to 41.5 days after 5 years service,

An exciting opportunity has arisen for a Farm Hand at **The National Museum of Rural Life in East Kilbride, G76 9HR**. The museum offers an exciting program of events and with each season there is always something new for our visitors to see at the working farm.

You must have an agricultural background with direct practical experience of a working farm and handling livestock. A full driving license and the ability to drive agricultural machinery is essential.

It is important to us that you have a confident, friendly and visitor focused disposition. You'll need to be physically fit as you'll be on your feet a lot and working outside the majority of the time in areas exposed to the elements.

Due to the nature of this post a degree of flexibility in working patterns is required.

Working rolling rota pattern likely to follow:

Week 1 - all day Tuesday, Wednesday am, all day Saturday & Sunday.

Week 2 - all day Tuesday & Wednesday am

Spring lambing time – 5 days for 4 weeks

If you would like to visit the site or have any questions about this position ahead of making an application, please feel free to contact Marion Lawton on 0131 247 437.

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.

Closing date for completed applications is **Sunday, 19th Feb 2023**.

It is anticipated that the selection event will take place **on the 1st March 2023**.

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

National Museums Scotland is committed to being an Equal Opportunities Employer

General Information – Farm Hand

Salary

The salary is £21,537 per annum (pro rata), this position does not have a progression scale. 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 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.

Hours

The National Museum of Rural Life is open to the public from 10am to 5pm every day (We are closed Christmas Day, Boxing Day, New Year's Day. Due to the nature of this post a degree of flexibility in working patterns is required.

Working rolling rota pattern likely to follow:

Week 1 - all day Tuesday, Wednesday am, all day Saturday & Sunday.

Week 2 - all day Tuesday & Wednesday am

Spring lambing time – 5 days for 4 weeks

Location

This post is based at the National Museum of Rural Life. Due to the rural location of this site public transport is not always easily accessible.

Duration of Appointment

Permanent

Probation

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

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 declaration form, which is satisfactory to National Museums Scotland.
- Receipt of documentation confirming eligibility to work in the UK.

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. Details of our competencies can be found in our Person Specification.

Job description

Post Title: Farm Hand		
Section: National Museum of Rural Life		
Directorate: Visitor Experience	Grade: 7	Hours: 980 per annum on an annualised basis.
Purpose of post: To carry out all aspects of animal husbandry duties on our working farm and ensure, through providing exceptional standards of visitor experience, that all visitors are welcomed warmly, encouraged to learn about and engage with the farm activity and have a safe and enjoyable visit to the farm.		
Key responsibilities: <ul style="list-style-type: none"> • Provide a high standard of service and follow key animal care protocols in order to ensure the welfare of all animals on the farm. • Tending to all livestock on the farm, including Ayrshire dairy cows, Tamworth pigs, Aberdeen Angus cattle, Highland cows, Scottish black-faced sheep, Clydesdale horses, hens and farm cats • Daily task of general animal husbandry will be expected to ensure animal welfare practices are upheld. These will include; <ul style="list-style-type: none"> ○ Mucking out, cleaning and re bedding of animal areas ○ feeding ○ watering ○ animal health care checks ○ assisting in the acceptance of feed and sundry deliveries and storage of them • Milking up to 16 Ayrshire dairy cows twice a day (06:00 and 15:00) using a traditional Round the Byre milking system. • Engaging with visitors on a daily basis in a professional manner in pursuit of the provision of a high-quality visitor experience, responding to their needs as appropriate, including being able to answer a diverse range of questions and enquiries and share information. • To develop and maintain an appropriate level of knowledge of the farm's operation, history, machinery and objects in order to assist visitors. • To advise the Farm Manager on visitor feedback • To ensure the public spaces at the farm are always maintained to the highest standards of presentation and taking appropriate remedial action where necessary adhering to the standard site procedures. Carry out general • housekeeping tasks both indoors and outdoors. 		

- Operate the farm tractor with loader and associated equipment covering a variety of tractor driving work. (Requires possession of a valid full UK driving licence with category F Agricultural Tractors).
- To be committed to good health and safety and access practice and ensure familiarity with NMS Health and Safety policies, procedures and guidelines.
- To carry out any other reasonable duties as indicated by the needs of the visitor or as directed by the Farm Manager.

Expected outcomes:

- High standards of animal husbandry are maintained at all times ensuring healthy livestock.
- The farm, livestock, grounds and buildings are safe and secure.
- Increased visitor satisfaction from their farm experience(s)

Reports to:

Farm Manager

Facts and Figures:

Budget: None

Staff Managed: None

Other: c. 100,000 visitors annually

Thinking Skills: (Judgements/decisions made)

- Know how to resolve incidents to a satisfactory outcome
- Know how to evaluate and respond sensitively to the specific needs of all livestock
- Know when to approach visitors and offer assistance
- Know when to seek assistance and advice from other team members.

Communication and Contact:

Internal: (as appropriate for each site)

Farm Manager, Stockperson, General Manager, Visitor Experience Manager, Visitor Experience Assistant with Additional Responsibilities, Visitor Experience Assistants, Administrator, Learning & Programmes team, Museum Volunteers, Training and Development Officer

External:

A wide range of visitors, contractors, external partners including National Trust for Scotland

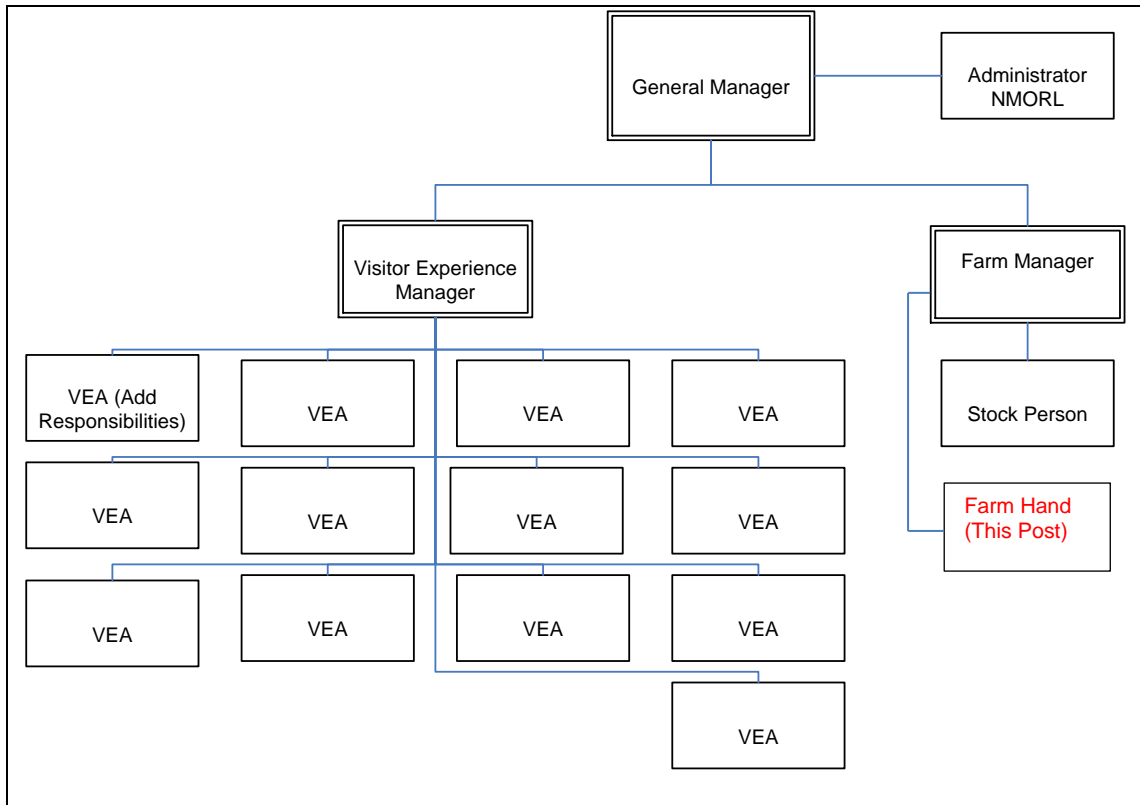
Most challenging parts of the job:

- Working in a commercially-orientated farm whilst convincingly representing historic farming practices to museum visitors
- Providing an upbeat, attentive, welcoming visitor experience to all visitors at all times and being able to respond effectively to varied questions and queries from visitors.
- Presenting the farm, livestock, buildings, grounds and services to a wide range of visitors with varying backgrounds, languages and levels of education
- Responding to, and resolving incidents to a satisfactory outcome
- Maintaining excellent customer service in challenging circumstances e.g. large groups, unruly livestock, livestock birth complications and competing priorities, etc.
- Managing time effectively and prioritising work with competing deadlines
- Assisting with the safety and security of livestock, buildings, grounds, visitors and staff whilst engaging with visitors
- Being flexible when day-to-day operations are altered by work schedules, programmes and changes to the rota.
- Being able to respond appropriately to the varied needs of livestock and all of our visitors
- Early morning 6am start for Milking the Ayrshire dairy herd.
- Physically demanding duties working in all weather conditions

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

- Work to a systematic rota that includes weekend working
- Additional hours are voluntary; however there may be occasions when additional work is required e.g. emergency situations cow calving, holiday and sickness cover.
- Wear a supplied uniform and identification badge and adhere at all times to the most recent dress code policy.
- Assist with occasional special events off site.

Organisational Chart:



PERSON SPECIFICATION

Post Title: Farm Hand		
Department: Visitor Experience	Section: National Museum of Rural Life	
Directorate: Visitor Experience	Grade: 7	Hours: Hours: 980 per annum on an annualised basis.

Knowledge	Essential or desirable	Evidence assessed by
A keen interest in agriculture and farming, history, or social culture	Essential	Application / Selection Event
Knowledge of established animal welfare practices	Essential	Application / Selection Event
Knowledge of animal husbandry	Essential	Application / Selection Event
Knowledge of health and safety at work	Essential	Application / Selection Event
Knowledge of environmental health issues relevant to the farm	Essential	Application / Selection Event
Agricultural qualification e.g. SRUC National Diploma in Agriculture or equivalent experience	Desirable	Certificate / Application
Other certification – Artificial insemination certificate, Foot care certificate, Transport of animals certificate	Desirable	Certificate / Application
Knowledge of standards of exceptional customer care	Desirable	Application / Selection Event
Knowledge of horse husbandry and equine science	Desirable	Application / Selection Event

Skills	Essential or desirable	Evidence assessed by
Good interpersonal skills	Essential	Application / Selection Event
Ability to relate to a diverse visitor base of all ages	Essential	Application / Selection Event
Practical problem solver for on the spot situations	Essential	Application / Selection Event
Desire and ability to provide great customer service at every opportunity	Essential	Application / Selection Event
Be in possession of a full clean UK Driving License (requires possession of a valid full UK driving licence with category F Agricultural tractors)	Essential	Application/license check
Willingness to work with animals and	Essential	Application /

maintain care of animals while upholding established animal welfare practices		Selection Event
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National Museums Scotland has a Competency Framework with six competencies.

Experience	Essential or desirable	Evidence assessed by
Practical experience caring for farm livestock	Essential	Application / Selection Event
Practical experience in the milking of dairy cows	Essential	Application / Selection Event
Practical experience in lambing	Desirable	Application / Selection Event
Practical experience caring for horses	Desirable	Application / Selection Event
Experience in answering enquiries / complaints and dealing with challenging customers.	Desirable	Application / Selection Event
Experience of working in a customer service environment.	Desirable	Application / Selection Event

Individuals for this job are expected to demonstrate competence in five of these competencies; the following will be assessed from the Application Form, and, if you are invited to attend, at the Selection Event.

Competency	Level	Detail
Building Relationships 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	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.
Communicating & Engaging Uses interpersonal skills flexibly to communicate, influence, persuade and negotiate to ensure a shared understanding and commitment to act	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>Focusing 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>	1	<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>	1	<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.