

## Recruitment Information



**Visitor Experience Team Leader  
(Full-time, Permanent)**

## **Visitor Experience Team Leader Full-Time, Permanent** **£25,076 - £27,027 per annum plus membership of Civil Service pension scheme**

Working across the National Museum of Scotland and the National War Museum within Edinburgh Castle, you will work within a group of Team Leaders leading your own team to provide an excellent visitor experience.

You will lead by example by encouraging others to have a strong customer focus in all that they do, while at the same time ensuring the safety and security of visitors and our collection front of house. You'll also be successful through your strong administrative, ICT and planning abilities.

As this role involves working evenings, weekends and public holidays on a regular basis and occasional overtime, it is important that you have a flexible approach towards work.

You are provided with a job description and person specification for further detail about the post. To apply visit [www.nms.ac.uk](http://www.nms.ac.uk). The closing date for completed applications is 12 June at midday. Please state reference number NMS23/24. It is anticipated that the selection event will take place on 19 June.

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

Find out more about [National Museums Scotland](http://www.nms.ac.uk) and our range of [employee benefits](#).

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.

## JOB DESCRIPTION

<b>Post Title:</b> Visitor Experience Team Leader		
<b>Department:</b> Visitor Experience	<b>Section:</b> National Museum of Scotland / National War Museum	
<b>Directorate:</b> Visitor Experience	<b>Grade:</b> 6	<b>Hours:</b> 37 (net)
<b>Purpose of Post:</b>  To manage a team of Visitor Experience Assistants to ensure the delivery of an excellent visitor experience with consistently high standards of service that also complements and supports the broad range of learning activity and events undertaken throughout the Museum		
<b>Key Responsibilities:</b>  <ul style="list-style-type: none"> <li>▪ To manage and motivate the Visitor Experience teams at the National Museum of Scotland and the National War Museum to deliver an excellent visitor experience which is welcoming and enables them to get the most out of their visit.</li> <li>▪ To ensure that high standards of visitor engagement are delivered, and that staffing resources are maximised to enable their full potential to be utilised in a cost-effective manner.</li> <li>▪ To work collaboratively with other departments in ensuring a consistent and seamless service is provided to our visitors.</li> <li>▪ To lead team meetings on a regular schedule to ensure effective communication channels are open and available to your team.</li> <li>▪ To contribute to the review and updating of standard operating procedures as required.</li> <li>▪ To maintain a regular and prominent 'on the floor' presence on a daily basis, anticipating the needs of visitors and the Visitor Experience team as appropriate.</li> <li>▪ To respond to complaints, taking ownership and prompt but appropriate action to resolve any issues.</li> <li>▪ To support the Duty Manager in dealing with any emergencies, security incidents or accidents that may occur within the public area, ensuring that the correct procedures are followed, providing a first response to assume control of incidents until other support is available, and providing detailed incident reports.</li> <li>▪ Act as event supervisor during VIP receptions, events programmes and other activities arranged out with the normal Museum opening, overseeing a team of National Museums Scotland Enterprises (NMSE) event hosts and</li> </ul>		

assigned support staff during the events and ensuring that all staff are fully briefed in advance, as necessary.

- To be committed to good health and safety and access practice and ensure familiarity with National Museums Health and Safety policies, procedures and guidelines.

**Expected Outcomes:**

- A consistent, customer focused approach that puts our visitors and audiences at the heart of all Visitor Experience activity.
- An awareness of customer needs and expectations which are translated into a welcoming, high-quality service for all visitors.
- A well-trained and motivated Visitor Experience team that is committed to the continued enhancement of the visitor experience.
- Cost-effective use of resources.
- Improved standards of customer care and increased visitor satisfaction from the museum experience(s).
- High standard of event supervision.
- Greater public appreciation of National Museums Scotland.

**Reports To:**

Visitor Experience Manager(s)

**Facts and Figures:**

**Budget:** None

**Staff Managed:** Within a range of approximately 9 to 15 direct reports.

**Indirect Staff Managed:** None

**Other:**

- Between 900,000 and 1.2 million expected visitors annually
- Average number of evening events 150-200 per annum

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

- Deployment of Visitor Experience staff to full effect, ensuring a seamless service is provided at all times.
- Know how to resolve incidents to a satisfactory outcome.
- Know when to approach visitors and offer assistance.

**Thinking Skills cont:**

- Know when and from whom to seek assistance and advice from other National Museums Scotland staff.
- Awareness of team members' welfare and individual development needs.
- Organisation of job-related staff development programmes for team members.
- Working as part of the Visitor Experience management team to develop projects that will build on and enhance the visitor experience.
- Application of policies and procedures, including attendance and performance management.

**Communication and Contact:**

**Internal:**

- Team members and other Team Leaders
- Visitor Experience Managers
- Curatorial staff
- Exhibitions & Displays staff
- NMSE staff, particularly Hospitality & Events Managers
- Learning & Programmes staff
- Estates staff
- Facilities Management staff
- Human Resources staff

**External:**

- A wide range of visitors and external partners, customers and contractors
- Historic Scotland

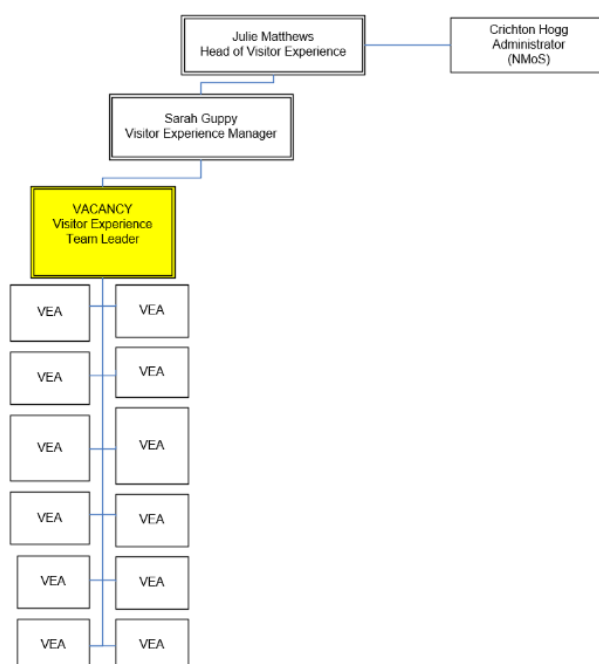
**Most Challenging Parts of the Job:**

- Using initiative, sensitivity, and creativity to manage and motivate a team of staff within a large department.
- Using available resources to full potential.
- Responding to and resolving incidents to a satisfactory outcome.
- Remaining flexible, calm and positive when day-to-day operations are altered by work schedules, evening events, programmes and changes to the prepared rota.
- Maintaining the safety and security of the buildings, collections, visitors and staff whilst engaging with visitors.
- Managing external events' staff and contractors to ensure they comply with all National Museums' practices and procedures.

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

- Work on a systematic rotational basis (five days out of seven including regular weekends and public holidays) - the rota will be flexible to include event supervision in the evenings which will form part of the normal weekly working hours.
- Multi-site working between Edinburgh sites.
- Overtime work is voluntary, however there may be occasions when overtime work is required, e.g. emergency situations, unscheduled events.

**Organisational Chart:**



**PERSON SPECIFICATION**

<b>Post Title:</b> Visitor Experience Team Leader		
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<b>Directorate:</b> Visitor Experience	<b>Grade:</b> 6	<b>Hours:</b> 37 (net)

<b>Knowledge</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Ability to demonstrate an interest in history, arts, culture or science & technology	Essential	Application / Selection Event
Ability to demonstrate knowledge of health & safety at work, including fire and emergency procedures	Essential	Application / Selection Event
Educated to SCQF level 6 (i.e. Higher) or equivalent	Desirable	Certificate / Application
Educated to SCQF level 8 (Higher National Diploma (HND)) or similar in Tourism or Scottish Vocational Qualification (SQV) Level 2 in Customer Care, Visitor Services	Desirable	Certificate / Application
Successful completion of Institute of Leadership and Management (ILM) Introductory Certificate in First Line Management or equivalent	Desirable	Certificate / Application
Ability to demonstrate knowledge of cash-handling procedures	Desirable	Application / Selection Event
To have a good working knowledge of a language other than English	Desirable	Certificate / Application
To be in possession of a current First Aid certificate	Desirable	Certificate / Application

<b>Skills</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Able to find creative and innovative solutions to challenges	Essential	Application / Selection Event

Able to anticipate the needs of the Visitor Experience team in undertaking their roles and provide the appropriate level of support	Essential	Application / Selection Event
Highly organised with the ability to prioritise, co-ordinate and delegate tasks in order to meet deadlines while staying calm under pressure	Essential	Application / Selection Event
Good presentation skills, able to talk confidently and with authority to visitors and other key stakeholders	Essential	Application / Selection Event
ICT skills in Microsoft Word, Excel and Outlook	Essential	Application / Selection Event

<b>Experience</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Experience of working in a museum or visitor attraction in the area of Visitor Services or similar environment in a visitor / customer services role	Essential	Application / Selection Event
Experience in safety and security of visitors, staff and buildings	Essential	Application / Selection Event
Experience in the preparation of reports (e.g. incidents, statistical)	Essential	Application / Selection Event
Experience in producing rosters, organising and delivering staff development and training programmes	Desirable	Application / Selection Event
Experience in assisting with the organisation and deliver of public programmes, learning programmes and hospitality and events	Desirable	Application / Selection Event
Experience in liaising with internal and external partners	Desirable	Application / Selection Event

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



Competency	Level	Detail
<p><b>Building Relationships</b></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>	2	<ul style="list-style-type: none"> <li>• Understands other National Museums Scotland's roles and functions, including interdependencies and the impact these have on own area of work.</li> <li>• Promotes and raises awareness of own role, department and function, internally or externally.</li> <li>• Encourages co-operation between departments, sites and directorates.</li> <li>• Considers and sees different perspectives on issues, between people, across departments or organisations for mutual benefit.</li> <li>• Works with external stakeholders and organisations to deliver objectives.</li> </ul>
<p><b>Communicating &amp; Engaging</b></p> <p>Uses interpersonal skills flexibly to communicate, influence, persuade and negotiate to ensure a shared understanding and commitment to act.</p>	2	<ul style="list-style-type: none"> <li>• Communicates regularly, accurately, timely and appropriately.</li> <li>• Facilitates two – way communication, encouraging dialogue and exchange throughout and out with the organisation.</li> <li>• Adapts own style of communication to suit different people's needs.</li> <li>• Demonstrates empathy and understanding in all communications.</li> <li>• Confidently influences others, rather than manipulating or imposing ideas.</li> </ul>
<p><b>Focusing on your Customers</b></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"> <li>• Requests and receives feedback from customers in a constructive and positive way.</li> <li>• Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront.</li> <li>• Is able to assess quickly what a customer wants and gets straight to their needs.</li> <li>• Offers a 'bespoke' service and solution to the customer, meeting any special requirements.</li> <li>• Responds calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.</li> </ul>
<p><b>Improving &amp; Innovating</b></p> <p>Builds personal, professional and organisational capability by keeping up to date, being creative, sharing ideas, taking risks,</p>	2	<ul style="list-style-type: none"> <li>• Seizes opportunities and acts quickly before they are lost.</li> <li>• Thinks creatively and solves problems collaboratively.</li> <li>• Facilitates and plans in opportunities for staff and stakeholders to contribute their ideas and suggestions.</li> </ul>

<p>looking inside and out to continuously improve National Museums Scotland</p>		<ul style="list-style-type: none"> <li>• Accesses networking and expert groups, benchmarks other organisations.</li> <li>• Maintains and shares a network of useful external contacts to facilitate learning and idea generation.</li> </ul>
<p><b>Leading and Managing</b></p> <p>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>	<p>2</p>	<ul style="list-style-type: none"> <li>• Creates understanding and commitment to the department and organisational priorities and programming.</li> <li>• Adapts management style to suit the circumstances and diversity of our workforce.</li> <li>• Shares knowledge, expertise and best practice with others to help them develop and perform.</li> <li>• Cares about the needs of the team, listens to and acts on feedback.</li> <li>• Challenges under-performance, clarifies expectations of good performance and stretches good performers.</li> </ul>
<p><b>Planning for Success</b></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>2</p>	<ul style="list-style-type: none"> <li>• Develops and implements plans for delivery, building in flexibility to cope with last-minute demands.</li> <li>• Takes into consideration the impact of actions and decisions of others and puts in place measures to minimize them.</li> <li>• Consults with relevant stakeholders to ensure the output, the outcome and the plan to meet their needs.</li> <li>• Prioritises own workload to meet conflicting demands.</li> <li>• Thinks ahead to identify potential obstacles and proactively solves issues to minimise the impact on delivery.</li> </ul>



## General Information – Visitor Experience Team Leader

### Salary

The salary range is £25,076 - £27,027 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 five days across seven (variable hours/shifts), Rotas will be provided in advance.

### Location

This post is based at the National Museum of Scotland/National War Museum with travel to other Museum sites as required.

### 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

Please contact [recruitment@nms.ac.uk](mailto:recruitment@nms.ac.uk) if you would like support in completing your application.

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
- 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.