

# Staff Ambassadors Programme **Information Pack**





Glasgow Life staff at an Insight Café event.  
Photo: Stephanie de Roemer.

## What is the Staff Ambassadors Programme?

The Staff Ambassadors Programme is an exciting professional development programme for Glasgow Museums and Glasgow Communities staff that has at its heart an exploration of meaningful community engagement and participation. Through a variety of interactive, reflective and hands-on opportunities, the programme aims to help staff develop the skills, confidence and ability to think creatively and collaborate in new ways with each other and with the communities we serve.

This is a really different way of learning and of self-development.

### Why do we do it?

The Programme has been developed **BY** Glasgow Life staff **FOR** Glasgow Life staff and has grown out of a need, identified by our staff, for greater opportunities to share skills, exchange ideas and learn from each other. It is a means of co-creating new knowledge and sharing ideas that will enrich our organization, our communities and our own personal development.

For me this is a really different way of learning and of self-development, it moves us past the traditional methods and lets us work in a much larger arena: fantastic! I really hope you decide to give it a go. There is a great group of people in place to support and guide you through the whole process and a guarantee of good fun along the way.

Niki Smith, North East Area Teams Manager

The Staff Ambassadors Programme has had a positive impact on Glasgow Museums and our staff. It has enabled those staff who have taken part to share and learn new skills, expanded understanding of the different job roles within our service and encouraged staff to explore how the work we do at Glasgow Museums can connect in new ways to communities across our city. I am delighted that the Ambassadors Programme is continuing to evolve to include staff from not only Glasgow Museums but Glasgow Communities as well and hope that staff from across both services will consider taking up the chance to participate.

Duncan Dornan, Senior Museum Manager

### When will this happen?

The next programme will start in February 2015 and finish in September 2015.

### What is the time commitment?

Within this time period, Staff Ambassadors will have a total of 14 days to devote to the Programme. This will include three days for coaching training and compulsory attendance at the induction and monthly action learning set meetings.

### Who can become a Staff Ambassador?

The Programme is open to anyone within the Glasgow Museums and Glasgow Communities staff teams from any grade up to and including Grade 7. Please discuss the Programme with your line manager and then complete the application form.

Glasgow Museums and Glasgow Communities will each run a Staff Ambassador cohort. There are 12 available places on each service cohort.

### Components of the Programme

As part of the Programme, Ambassadors will:

- Explore different working contexts through field visits to other Glasgow Life venues and community initiatives across Glasgow;
- Participate in practical workshops that examine different elements of community engagement and participation;
- Work with a member of the opposite cohort to design and deliver a collaborative piece of work;
- Participate in a monthly action learning set to share experiences and develop a network of support;
- Complete coaching training with Glasgow Life staff;
- Have the option to be paired with a work place coach;
- Have the option to become a work place coach and to develop the Programme for future cohorts.



A workshop involving staff and community partners.

Participation in the Staff Ambassadors Programme has increased confidence, initiative and engagement with colleagues.

**What will be expected of me as a Staff Ambassador?**

As an Ambassador you will be expected to:

- Self-manage your time on the Programme;
- Have a readiness to learn and an open mind;
- Be curious;
- Collaborate and interact positively with other colleagues and community members;
- Respect and celebrate differences in others;
- Attend coaching training and all monthly action learning sets;
- Regularly update your line manager on your progress on the Programme and complete a learning log;
- Communicate your learning on the Programme to colleagues.

As an Ambassador you can expect to:

- Be treated with courtesy and respect at all times;
- Be consulted over any changes to the advertised Programme;
- Be supported to achieve your identified learning goals.



A visit to Lambhill Stables. Photo: Stephanie de Roemer.



A visit to the Craft Café, Govan. Photo: James Gow.

## How do I apply?

You should first seek the permission of your line manager and discuss with them the details contained within this information pack. This information gives you and your line manager a clear idea of what commitment you are making and what will be expected of you on the Staff Ambassadors Programme.

Once your participation on the Programme has been agreed in principle with your line manager, a completed and signed application form should be returned to:

[Staff.Ambassadors@glasgowlife.org.uk](mailto:Staff.Ambassadors@glasgowlife.org.uk)

(Select **GL StaffAmbassadors** from Global Address List)

If you have any further questions on the application process, please email your query to the above address.

### When is the application deadline?

The deadline for applications is 12 December 2014.

### When will I receive notification?

All staff will receive notification of acceptance onto the Programme in January 2015.

On acceptance to the Staff Ambassadors Programme, you will receive a full Induction Pack with complete details of all components and required attendance dates.

### What are the selection criteria?

Applications will be considered by the Staff Ambassadors Project Team, comprised of several Ambassadors from previous cohorts.

As long as the application form has been correctly filled in, submitted on time, approved by a line manager and indicates that you are available on the dates required, then you are eligible to take part. All eligible applicants will be considered equally.

If the Programme is over-subscribed, selection will be based on ensuring that the final cohort is a fair blend of staff members across grades, departments and venues. This will not only ensure that the cohort is as diverse as possible but will also mean that no section or venue is overly impacted.



In the vegetable garden at Lambhill Stables.  
Photo: John Irwin.

Participating in the Staff Ambassadors programme has totally overhauled my way of thinking – for the better.



Staff with volunteers at Lambhill Stables.  
Photo: John Irwin.

## What staff say about the Programme

Participating in the Staff Ambassadors Programme has totally overhauled my way of working – for the better. I now think more bravely and take more chances.

As well as developing understanding, the Programme provides real hands-on engagement. I now actively look for ways to link up projects and colleagues and encourage collaboration.

The Programme has brought me into contact with colleagues I wouldn't usually have worked with directly and has widened my understanding of their roles. The Programme has also created an informal support network which has been very valuable to me.

My work requires me to find a different approach every single time and this Programme allowed me to make good use of this mind set.

On the Programme you learn new skills but also have an amazing opportunity to share skills and experience with your colleagues – and make new friends.

## What managers say about the Programme

Our team members' participation in the Staff Ambassadors Programme has had a positive ripple effect throughout the team with increased confidence, initiative and engagement with colleagues in museums and beyond. The process has brought about a more pro-active approach in our staff and empowered team members to contribute more meaningfully in their day-to-day roles.

**Gareth James, Museum Manager,  
Glasgow Museums Resource Centre**

The Staff Ambassadors Programme has greatly improved the confidence of Riverside Museum-based Ambassadors in developing displays and public programme ideas with community stakeholders.

**Lawrence Fitzgerald, Riverside Museum Manager**

# An amazing opportunity to share skills and experiences – and make new friends.



Cohort 1 tea party. Photo: Stephanie de Roemer.

## Journey of a Staff Ambassador

Here, Susie Ironside, Glasgow Museums' Visitor Studies Curator, a Staff Ambassador on the first cohort, reflects on her learning journey:

Imagine someone blindfolding you and then asking you to begin to walk down a path you've never been down before. There may be obstacles along the way. You might get lost. And by the way – you don't actually know what is waiting for you at the end. For me this was what signing up to be a Staff Ambassador felt like. A leap of faith into embarking on a journey with colleagues, some of whom I knew, most of whom I didn't. The opportunity came at a time when I was beginning to examine my own ways of working; slowly getting to grips with my role in Glasgow Museums and wanting to challenge myself and examine my own working practice.

Fast forward one year and I've been there, done it and come through to the other side. I've had a really wonderful opportunity to learn about my colleagues in the workplace, and crucially learn about them as people. Learn what makes them tick, what inspires them, how everything we do is so intrinsically linked and needs us all to work together if we are to make things happen and affect change within our organization. Strong internal partnerships have been formed that are leading to new ways of working with our communities. New alliances and mutual understanding make for a solid foundation for working as a team, allowing us to collaborate on new ideas and explore opportunities we may not have considered this time last year.

Reflecting now on being a Staff Ambassador, I realize that the experience was both unique and deeply felt. It has made me feel part of something bigger which, as the sole person doing my job in Glasgow Museums, made me feel supported and confident in the things that I do and the causes that I champion and care so passionately about. I've learned that it's okay to not always know the outcome of what you are embarking on and that taking a chance is much easier when you know you have people behind you holding you up.

