

# Staff Ambassadors Programme

## Briefing note for Managers

### What is the Staff Ambassadors Programme?

The Staff Ambassadors Programme is a 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.

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 organisation, 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 that 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)*

### What is the time commitment?

Within this time period, staff ambassadors will be allocated a total of **14 days in total** to devote to the Programme.

### What will staff do on the Programme?

The Staff Ambassadors Programme is a self-directed learning programme. This means that the Ambassadors themselves put together their own learning programme from a menu of options.

Several elements of the Programme are compulsory while others are optional. There is an expectation that Ambassadors will take up as many of the available opportunities as they can within the 14 day time allocation.

The current programme includes:

- Exploring different working contexts through **field visits** to other Glasgow Life venues and community initiatives across Glasgow
- Participating in practical **workshops** that examine different elements of community engagement and participation
- Working with a member of the opposite cohort to design and deliver a **collaborative piece of work**

- Participating in a monthly **action learning set** to share experiences and develop a network of support
- Completing **coaching training** with Glasgow Life staff
- Having the option to be paired with a **work place coach** for the duration of the Programme

On completion of the Programme, staff will also have the option to **become a work place coach** and to **develop the programme** for future cohorts.

### **What are the benefits of the Staff Ambassadors Programme?**

There are a number of benefits for the individual staff member participating and for the organisation as a whole.

#### ***For the individual***

- Promotes increased understanding of audiences and communities and how to work with different groups
- Broadens the knowledge and understanding of colleagues' roles
- Encourages collaborative working
- Encourages greater understanding of different working styles and experiences
- Identifies areas for further personal development and widens experience, skills and future career opportunities
- Provides specific training opportunities
- Supports opportunities for self-development and reflection
- Provides opportunities to improve communication and people skills
- Encourages initiative and greater self-confidence to deliver

#### ***For the organisation***

- Provides the opportunity to understand customer needs more effectively
- Encourages motivation and confidence amongst staff
- Creates a resilient staff team that can respond positively to change
- Provides networking opportunities across the organisation
- Improves communication within the organisation, across departments, grades and venues
- Increases awareness of wider organisational goals and objectives
- Brings people together who might not normally have contact, encouraging a culture of collaboration that will improve service delivery

### **When will the next Programme happen?**

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

### **Who can be 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.

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

### **What is expected of a Staff Ambassador?**

As an Ambassador, staff will be expected to:

- Have a readiness to learn and an open mind
- Self-manage their time on the programme
- Attend all compulsory aspects of the programme (ie: coaching training and monthly action learning sets)

- Attend a proportion of optional programme elements according to personal learning objectives
- Collaborate and interact positively with other colleagues and external partners
- Respect and celebrate differences in others
- Regularly update their line managers on progress on the programme
- Complete a learning log
- Communicate their learning on the programme to colleagues

### **What is expected of a line manager with a staff member on the Programme?**

Reflection is a key part of the Staff Ambassadors Programme. Line managers can help support this by providing regular opportunities for Ambassadors on their teams to review and reflect on the learning gained and how it can assist Ambassadors in their current role.

This can be done through:

- Encouraging Ambassadors to share their experiences on the Programme with the wider team (eg: at team meetings)
- Reviewing your Staff Ambassador's learning log with them

### **How can staff apply?**

Staff should first seek the permission of their line manager and discuss with them the details contained within the Staff Ambassadors Information Pack. The application form for the Programme should be discussed in full with line managers.

Both the staff members and line managers should sign the completed Application form and return to:

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

*(Select GL StaffAmbassadors from Global Address List)*

### **When is the application deadline?**

The deadline for applications is **12<sup>th</sup> December 2014**.

### **When will staff receive notification?**

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

On acceptance, staff will receive a full Induction Pack with complete details of all Programme 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 states that the applicant is available on the dates required, then the applicant is eligible to take part. All eligible applicants will be considered equal.

If the Programme is over-subscribed, selection will be based on ensuring that the final cohort is a fair blend of staff members from across grade, department and venue. 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.

### **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 member's 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)*

