

Staff ambassadors impact

I think in a big organisation like
ours it's very easy
to become very much absorbed
in your daily task
and in your very own remit
and so to not be aware
of the bigger picture
of really what the organisation
is trying to achieve.

Before I joined the programme
I was actually quite sceptical
and cynical about it.

I have 32 years worth
of museums experience
and when you see something
like this coming along
your initial feeling is,
"oh God, here we go again!"

So, for 12 years
since I've been working here
I've been sitting very close
to Christine McLellan
who is the logistics manager
and I work as conservator
so we do have a lot of overlap
within our work.

But in many ways we felt,
it felt like worlds apart.
Generally, when Christine would see me
coming, walking towards her
my understanding was
that she would probably perceive me
as a walking problem.

We had difficulty communicating.

She wanted to improve the conditions
of storage for sculpture.

I felt like a failure every time

she came to talk to me

because I didn't have

the answers that she wanted.

80% through the Staff Ambassadors programme

Steph came to me with a solution

because she had thought

of a different way to do it

and I was able to meet her halfway

and we've developed such a great relationship

as a result of that.

What we have at this moment in time

are independent departments.

You've got libraries, you've got parks,

you've got museums

and they all work

independently of each other.

Communities are beginning
to draw people together.
As budgets get tighter
you need to be more inventive
about what you're looking at
and how you're going to work together.
I'm a museum worker,
Gregor is a community services worker
and between us supplies the audiences
and I supply a certain amount
of expertise and access to collections.
Through the Staff Ambassador programme
and what it offered
in terms of its courses, its coaching,
its knowledge sets, its regular meetings,
I was able to meet people like Gregor.
I didn't realise
what community services do
and I do have a better understanding
and I realise I can link my museum sector
with his sector
and work much more effectively
for people of the west end of the city.
The thing that stood out
in the programme for me
was just the willingness
of the people who were on it

to make it work.

People from all different layers
of management,
people from all different layers
of staff.

They came together.

They overcame the barriers
that are normally there
between uppers and lowers
and they worked together
and they brought meaningful projects
and new audiences into the buildings.

That's a key part
of the Staff Ambassadors programme
in actual fact.

If you empower people
to take control and step up to the mark
you have be ready to meet that
and you have to be able
to give something back.

I think what we are beginning to see
is more creative collaborative endeavor
between our staff in Glasgow Museums
and staff in community facilities.

The organisation has given
the staff time to experiment
and the staff have used that wisely.

For the first time in a long time

I actually had a management

who thought "Do you know what?

We can invest in you

and we will reap the benefits

as well as you."

And that's exactly what happened.

I think we have all become

much more engaged with one another

and we even, we very much seek

each other out now

if we feel stuck with certain things

or if we have an idea

or we are concerned about something.

It hasn't taken me any more time

than normal

I'm just working better,

I'm just working differently

and I wouldn't have been able to do that

without the Staff Ambassador programme.