

JOB DESCRIPTION

JOB TITLE:	Head of Workforce & Resilience
DEPARTMENT:	Executive Team
LINE MANAGER:	Chief Executive Officer
DATE:	June 2023

SUMMARY OF POSITION

The Head of Workforce & Resilience provides the strategic lead on Museums Galleries Scotland organisational culture and resilience activities and acts as a member of the executive team, contributing to the development and implementation of vision, policy and plans for MGS.

This role carries responsibility for corporate governance, finance and risk, working closely with wider MGS teams including our Board of Trustees and Audit & Risk Committee.

The Head of Workforce & Resilience is both internal and external facing, leading with a focus on people, skills and behaviours to maximise the effectiveness of MGS, championing collaboration and supporting the sector through sharing the learnings of our own practice.

The role of the Workforce & Resilience Team

- Lead delivery of the **Workforce** strand of the National Strategy for Scotland's Museums and Galleries, overseeing our delivery of Fair Work, Workforce Diversity and Skills and Confidence actions in collaboration with the sector and partners.
- Collaborate to deliver the **Resilience** strand of the National Strategy, supporting the sector to take climate action, develop its financial resilience and improve effectiveness through collaboration.
- Lead delivery of MGS accredited learning programmes.
- Manage MGS external finance contract, audit and pension arrangements, fraud risk, governance and procurement.
- Lead and support MGS's people, place and process – Facilities, Health & Safety, L&D, continuous improvement, wellbeing and Fair Work
- Responsible for IT Systems, information security and data
- Create opportunities for Collaboration, Innovation and New Business

The Head of Workforce & Resilience must be a visible role model for MGS values and behaviours and support and enable the team to work in this way.

OVERVIEW OF RESPONSIBILITIES

- Provide the strategic lead on 'how' MGS delivers its services, how we demonstrate our values through high performance and ensuring we have the tools & processes we need to support the delivery of the strategy
- Lead on people, financial reporting, audit, risk management, fraud, cyber security, data, supported by and managing external accounting, IT, HR support contracts and other professional services. Report to and collaborate with the Audit and Risk Committee to ensure excellent practice.
- Oversee the MGS Skills Academy and act as Head of Centre, delivering accredited vocational training and a wider skills development programme.
- Provide the strategic lead on identified sector facing programmes and initiatives, informed by the National Strategy.
- Create and deliver an environment that values cross functional and organisational working. Engage and support staff to achieve this.

The above-mentioned tasks and responsibilities constitute an overview and not an exhaustive list. Workload and priorities are ultimately determined by the MGS Business Plan and annual Operating Plans.

Key Executive Team responsibilities

- Support the Chief Executive Officer and work with the Board and the wider Senior Management Team in the development and implementation of vision, policies and plans for MGS
- Advocate on behalf of the sector and MGS including representation to key external stakeholders and the Scottish museum sector as a whole
- Lead and manage employees to drive continuous and cost effective service improvement and organisational development with a sector-focused ethos
- Champion inclusion and sustainability
- Manage a portfolio of strategic relationships, managing relationship development across the sector to ensure effective support and advocacy
- Provide clear direction on organisational objectives and maintain two-way communication between the team and Executive
- Be a visible role model for MGS's behaviours

People Management

- Work with Senior Managers to provide collaborative leadership
- Provide line management to members of the team
- Ensure appropriate staffing levels are maintained and allocated effectively to meet current and future needs
- Provide support and recognition to staff and understand the needs and concerns of the team
- Take responsibility for effective recruitment, development and motivation of staff, ensuring skills and strengths are used effectively
- Handle all aspects of the performance development and management process.

RELATIONSHIPS

- Scottish Government directorates
- External contracts
- Business and innovation opportunities
- Build and nurture effective working relationships across the organisation and be part of an effective Executive and Senior Management Team
- Collaborate with other staff to support and deliver MGS projects and programmes
- Work fairly and with integrity and adapt style to different people, cultures and situations

PERSON SPECIFICATION

EXPERIENCE AND SKILLS

Essential:

- Experience of leading high performing teams using a strengths based approach
- Demonstrable strategic financial skills including budget setting and forecasting and presenting financial information
- Experience of managing risk and opportunities at strategic level
- Leading organisational change, demonstrating recent experience of developing agile and innovative practice
- Effective working and decision making at a strategic level
- Strong negotiation, influencing and engaging skills
- Ability to think creatively and navigate and communicate complex issues
- Demonstrate collaborative leadership including sharing knowledge, challenging appropriately, and respecting the views and strengths of others
- Excellent communication and relationship building skills
- People management and leading effective teams

Preferred:

- Understanding of working within a regulated sector and to funder requirements
- Presenting information to Boards, Audit & Risk Committees and staff and gaining their understanding and alignment
- Developing / enabling more inclusive practices
- Experience of cultural policy context and understanding of Scottish political context
- Awareness/understanding of skills landscape and vocational learning

HOW YOU WORK

MGS has a behavioural competency framework which describes how we expect people to go about their work day-to-day. Staff must demonstrate the following skills areas at an appropriate level:

- Works collaboratively
- Communicating with impact
- Respect, inclusion and integrity
- Effective decision-making
- Sector focus
- Drive for results
- Innovation, agility and building capability
- Leads by example

All staff are expected to champion and help deliver MGS's commitments to anti-racism and climate.

The Head of Workforce and Resilience must be a visible role model for MGS values and behaviours and support and enable the team to work in this way. They should create a positive environment, fostering a culture of continuous improvement, high performance and achievement throughout the organisation.

SPECIAL REQUIREMENTS - Occasional travel regionally is required.