

Flexible Working  
&  
Te Papa's Collection Access team

# What is Flexible Working?

Flexi-  
Time

Flexi-  
Leave

Flexi-  
Place

Flexi-  
Role

## Can include

- Remote working – part time
- Remote working – full time
- Remote working from time to time as agreed
- Team days where team members commit to working at the business venue and remote working otherwise

# Flexi-Time

## Can include

- Flexible start and finish times
- Swapping workdays or hours with non-work hours or days
- Part-time hours
- Compressed week or fortnight e. f/t employees work longer days over a 4-day week or 9-day fortnight
- Flexible shifts – full time or part time
- Fixed shifts –full time or part time
- Combination of fixed shifts and flexible shifts - full time or part time

# Flexi- Leave

- Leave without pay
- Term-time working e. working during school terms and taking leave during holidays
- Other types of leave e.g. study leave, special leave

# Flexi- Role

- Secondment
- Phased return to work i.e. employees gradually increase their hours on returning from long-term leave
- Phased retirement i.e. employees gradually reduce their hours as they approach retirement
- Seasonal working i.e. to cover busy periods
- Job sharing i.e. splitting a role with another employee
- Taking career breaks

# Flexible Working must

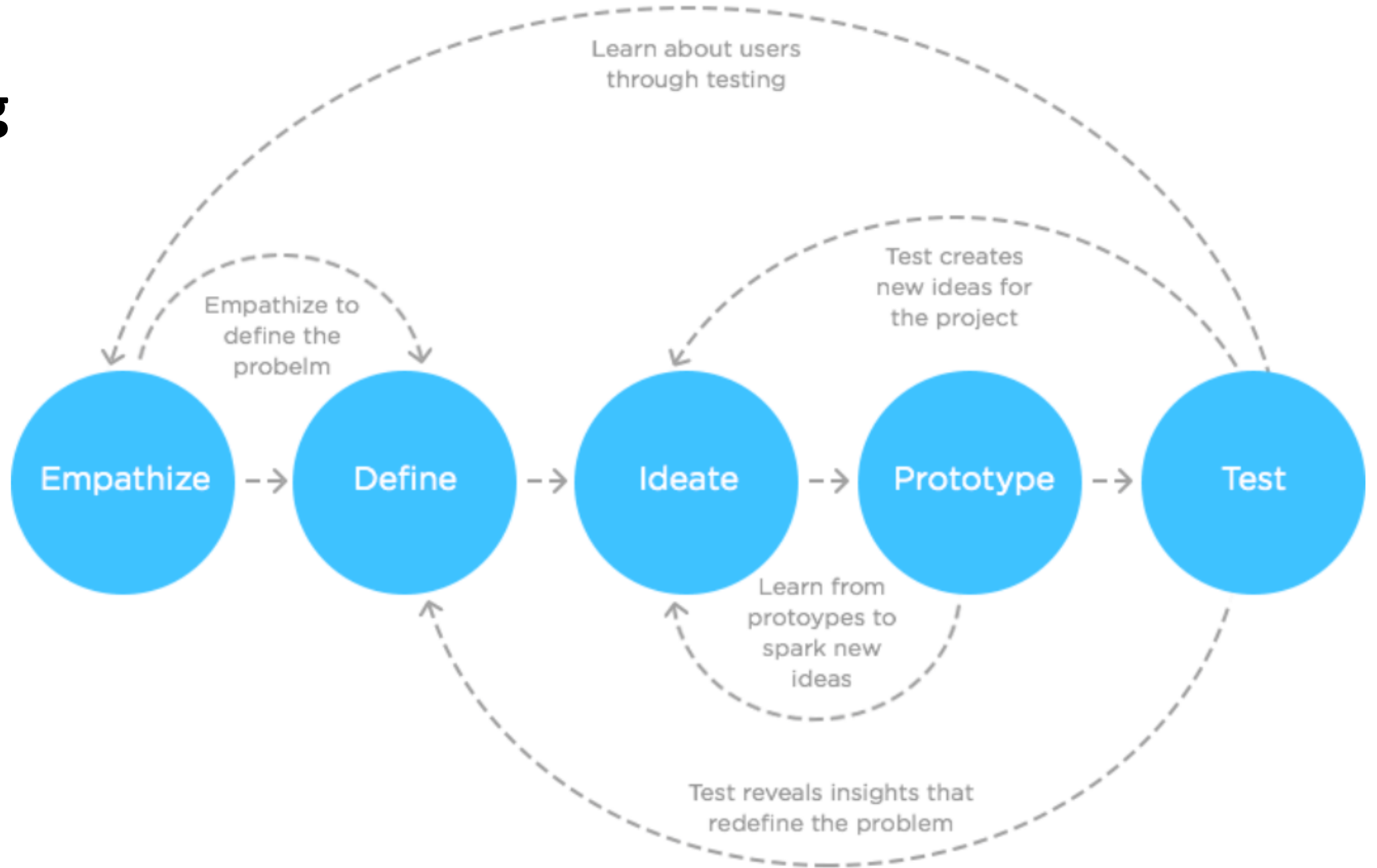
Work for the Staff  
Member

Work for the Team

Work for the  
User/Visitor/Client

Work for Te Papa

# Design Thinking

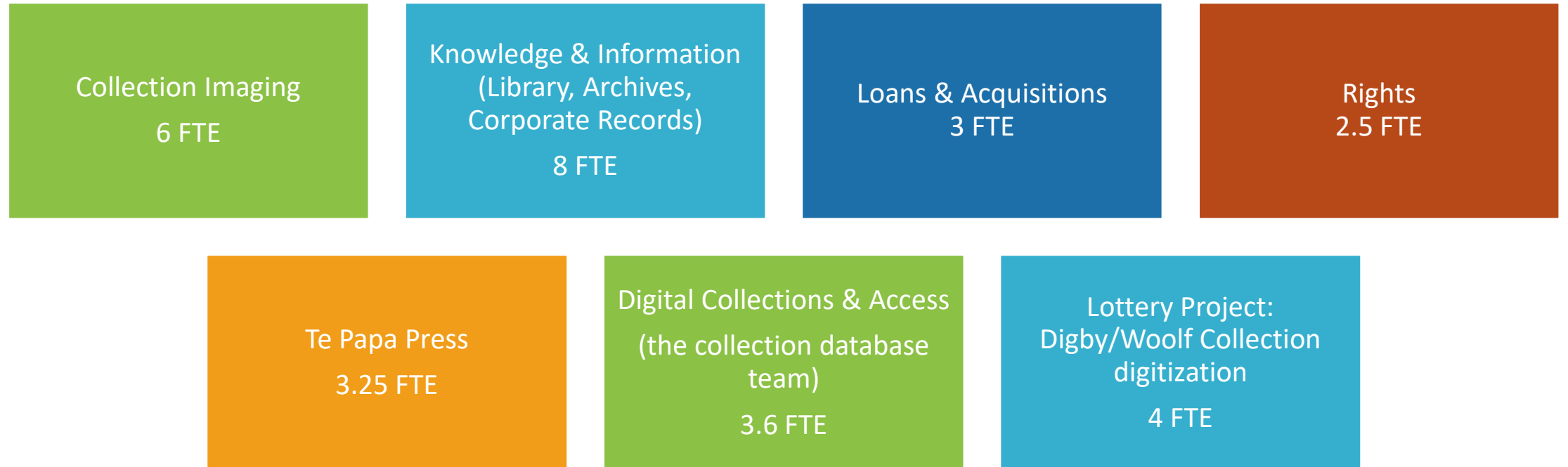




# Think about

- The reality of right now
  - What “better” might look like
  - Think about “Gross Domestic Happiness”
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- Team rituals
  - Communication / Information flow
  - Team cohesiveness
  - Getting the job done
- Comfort with technology
  - Etiquette
  - Respect
  - Inter-team connectedness

# Who Are Collection Access?



# What's needed to be successful

- **High trust**
- **High transparency**
- **High levels of asynchronistic communication**
- **No set way of working – it's what works best for each sub-team**

# Scene setting by managers – Expectations

**Work hygiene – If you're sick you're sick:** If you are sick please don't work or even check emails. I'm fine with you popping on Teams to share gifs and have chats but you don't have to. You should not be working if you're sick and I know that just checking what's happening can easily lead to answering an email and then next thing you know you've been working half a day. It can all wait. I expect:

- A check in with your manager or your manager's back up daily so they know how you are doing
- Email out of office message on
- Outlook calendar blocked out as Out of Office

**Flexibility is key.** We are flexible when it comes to work and we accept changes in prioritization. With COVID in the community things will be changeable. Some people may be sick, others may be self-isolating for a longer period of time. Circumstances may be difficult in people's lives. People might be trying to work with kids at home, their best time to work might be 7pm onwards, or key people aren't available to help at all. How people work is less important than our impact on the organisation. e.g., are the critical systems still running? Are our workmates feeling supported?

**Overcommunicate, overcommunicate, overcommunicate.** We will be open what we are working on, how we are feeling and how we are working. Change what you are working on because of a change in priorities? Tell the team. Blocked with a problem? Tell the team. Not sure what to do next? Tell the team. Learn something new? Tell the team. Have worries about a project or delivering a task? Tell the team. Not sure whether to post on your sub-team chat or the Collection Access chat - post on both.

**We embrace asynchronous communication.** People's work schedules may change. This means that very often attending a call in a quiet room, at a specific time is far more difficult than async communication over MS Teams. Use MS Teams as your communication tool and don't expect an immediate answer. see: <https://doist.com/blog/asynchronous-communication/>

**We assume positive intent.** This is an uncertain time. Everyone is going through tough personal situations and stressors. This can cause people to be frustrated and sometimes lash out in fear or high anxiety. As a team we always assume positive intent and operate with empathy with the public, our peers, and each other.

**Iterate and improve** We are proactive and we ask for help and support when we are unsure or anxious. We are okay with not getting it right the first time. We share what we've learnt with our workmates.

**I will be as honest with you all and provide as much context for you all as I can.** If I don't know something I will tell you. If something hasn't been decided, I will tell you. If something isn't working. I will tell you and fix it.

**We will maximize each other's sense of control.** As much as possible we want team members to feel a sense of control over their lives and work. You are all great at helping each other out and supporting one another. Keep being fabulous. Check in with each other. If a work task feels like it's too much talk about it with your manager and/or your team. You don't have to do it all.

**We will socialise** Working from home and self-isolating can be lonely. We will take time to ask about the weekend, talk about what movies we are watching, etc. and we take time to catch up with our teammates and have a laugh.

# Flexible working & Collection Access

