**Manchester City Council**

**Role Profile**

**Collection Management Officer, Grade 5**

**Manchester City Galleries, Libraries, Galleries and Culture Service, Neighbourhoods Directorate**

**Reports to: Curatorial Manager**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will develop and undertake the technical design and implementation of customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

The role holder will ensure that, where appropriate to the service area, health & safety is adhered to by teams and that working areas are maintained as a safe environment and to a satisfactory standard of cleanliness. For some roles, this may involve working in dirty conditions.

**Key Role Accountabilities:**

Ensure that effective customer focused solutions are developed, produced and implemented in line with appropriate deadlines. Implement best practice in the development of technical work for service customers in accordance with the authority’s corporate aims and objectives, strategic plans and organisational values.

Coordinate the effective deployment of resources to meet the needs of the service, managing performance and development needs to achieve agreed service priorities. Effectively contribute to the monitoring, evaluation and improvement of all activities that support the needs of the service and corporate initiatives.

Work collaboratively with colleagues and stakeholders to enhance the role of the assigned service area throughout the Council, providing cover and flexibility where required.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**About the Our Town Hall project**

Manchester Town Hall, which opened in 1877, is an internationally significant landmark and Manchester’s greatest cultural and civic asset, which makes a notable contribution not only to the heritage but also to the identity of the City. While the Town Hall has been maintained and remains structurally sound, it is now showing its age with many elements reaching the end of their natural lifespan.

The objectives of the Town Hall project are to:

* Secure the long term future of the Town Hall, its Civic role and its external setting
* Retain and enhance as a functioning and efficient Town Hall
* Restore and celebrate this significant heritage asset for Manchester
* Enhance the use of the building as a visitor destination and increase access to Mancunians
* Transform users’ and visitors’ experiences
* Reduce carbon footprint and energy costs
* Maximise commercial opportunities and offset costs to the public purse
* Deliver economic and social value for Manchester

An integrated project team is working to deliver these objectives so that when the building reopens, it has a viable, useable future.

This role will contribute to the aims of this team by providing a wealth of experience and technical knowledge to support the management and care of the historic Town Hall collection. This role will play a key part in documenting and preparing the collections for its return to the building, ensuring that the collection is preserved and accessible for future generations.

**About the role**

This role sits in the heritage section of the Our Town Hall team and works alongside the Collections Officer, under the leadership of the Curatorial Manager. Together the team provides Collections Management leadership, advice, and support across the project. Through the implementation of collections management systems and standards they help to facilitate access to the collection and widen collections use whilst ensuring that risks to the collection are effectively managed.

The Collections Management Officer plays a key role in collections management activity across the Our Town Hall project, including processing acquisitions and disposals, cataloguing, locations management, auditing and the management of insurance records. They also support the project’s loans documentation, assist with enquiries about the collection and provide collections management support and advice to other colleagues on the Our Town Hall team.

**Key responsibilities include:**

* Providing additional collections management support to deliver the project’s programme of collection care and storage improvements.
* Playing a key role in the delivery of collections management policies and procedures.
* Improving collection documentation following the project’s documentation guidelines and support other staff and volunteers in their use.
* Updating object movements on the collections management database as required.
* Photographing collection and upload images to collections management database, to improve digital access to the collection.
* Carrying out physical inventories and audits, reporting to the Curatorial Manager.
* Undertaking research to widen our understanding of the collection, and support collection review and rationalisation work.
* Supporting the Curatorial Manager with data cleaning.
* Supporting the Curatorial Manager in the processing of image licencing requests.
* Supporting the Curatorial Manager to to maintain loans records, drafting loan agreements and entry and exit paperwork, and overseeing collections and deliveries as required.
* Providing financial administration support to the team, including acting as a requisitioner and raising invoices.
* Supervising volunteers as required.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We value our differences and treat each other fairly

**Generic Skills**

* **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to influence or persuade immediate departmental or functional colleagues**.**
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making :** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
* **ICT skills:** Skills to configure appropriate areas of technical support in a large organisation.
* **Administrative skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
* **Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans
* **Research and Intelligence:** Ability to research innovative approaches and develop creative responses to challenges.
* **Financial Management:** Ability to monitor expenditure against budget, prepare forecasts, identify and understand variances.
* **People Management :** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical Requirements (Role Specific)**

* Demonstrable experience of museum documentation and collections management standards and knowledge of legal requirements, such as due diligence, copyright and IPR, in relation to museum objects.
* Knowledge of collections care standards and guidelines for environmental conditions for museum objects.
* Experience of using a collections management database, such as Emu, and experience using Microsoft Office applications. Willingness to learn new software applications and technology as appropriate.
* Experience updating object locations.
* Experience of photographing museum collections and uploading images to a collections management database.
* Experience of safe handling of museum collections.