**Manchester City Council**

**Role Profile**

**Collection Information Manager, Grade 6**

**Libraries, Galleries and Culture Service, Neightbourhoods Directorate**

**Reports to: Collection 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 support the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The role holder will use their technical knowledge and expertise to develop, design and implement 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.

**Key Role Accountabilities:**

Provide an effective support function for the assigned service area, ensuring that high quality technical and customer services are delivered in line with legislative requirements. Dependent on the service area, this may include maintenance, software / information support, engineering, surveying, curating or other specialist functions.

Assess project / initiative / work package feasibility, paying close attention to procedure and legislation where appropriate and ensuring all work is delivered to a high standard.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Identify and address relevant issues with assigned work packages and following assessment make recommendations in accordance with service plans, customer requirements or legislative needs. Ensure that work to continuously develop and improve processes is undertaken.

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. Maintain effective relationships to ensure the highest standard of service delivery.

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

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 Manchester City Galleries**

Manchester City Galleries are proudly part of Manchester City Council and belong to the people of Manchester. We believe that creativity can be a powerful force in making a healthy society and achieving positive social change. We meet the needs of Manchester’s varied communities, connecting art and people through exhibitions, engagement and education. Art can expand our knowledge of the world and our sense of place within it.

At our three sites – Manchester Art Gallery, Platt Hall, and our Conservation and Research Centre in Queens Park - we care for a collection of over 50,000 objects including art, craft and design and clothing. In our 200th year, we are taking stock of our collection, working with and for the people of Manchester to shape our future.

We are committed to working in partnership, offering free social spaces and building collaborations with communities, agencies, charities and other council services. We place people at the centre of all that we do, using our resources to make the city a fairer place. This commitment to social justice includes actively working to address the inequalities of class, race, gender, sexuality, age and disability as well as improving our environmental sustainability.

**About the role**

This role sits in the Collection Management Team under the Collections Manager and works alongside the Registrar and Collections Management Officers. Together the team provides Collections Management leadership, advice, and support across the gallery. 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 Information Manager is responsible for the day-to-day operation of Emu, the Galleries’ collection management system, as well as the online collections search interface on the Galleries’ website.

The Collection Information Manager is also responsible for image licencing requests, and they play a key role in other collections management activity at Manchester City Galleries, including processing acquisitions and disposals, cataloguing, locations management, auditing and the management of insurance records and provide collections management support and advice to other colleagues.

Key responsibilities of the role include but are not limited to:

* Contributing to the development of Collection Management Policies and Procedures and Documentation Plan to Accreditation standards by keeping up to date with industry standards (SPECTRUM), relevant legislation (IPR, GDPR) and other sector developments.
* Helping to define, develop and implement clear collections management standards and procedures, ensuring that they are widely understood and complied with across all teams.
* Day to day operational management of Emu, the collections management database, and associated products, including setting up new users and managing access rights, training users, and liaising with Manchester City Council’s IT department and external providers to manage software upgrades and server provision.
* Working with the Collection Manager to develop the collections management system to support the needs of the service, and to ensure ongoing security of the system and its content.
* Taking a leading role in the development of the online collections search and to work alongside the Digital Manager to make use of emerging technologies to enhance digital access to collections as appropriate.
* Assisting with documentation tasks, including object entry and exit, cataloguing of new acquisitions, photographing the collection and uploading images to Emu and updating locations.
* Managing image licencing requests in accordance with the Galleries’ Collection Information Policy and provide specialist advice on matters relating to image licencing and intellectual property rights uses.
* Maintaining and improving the quality of collection information through analysis and cleaning of data held in the collection management system.
* Providing support to projects across the Gallery where collection information support is required.
* Planning and implementing physical inventories and audits, reporting to the Collections Manager.

**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 show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
* **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:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Demonstrable experience of the principles and best practice of museum documentation and collections management standards and knowledge of the legal requirements, such as due diligence, copyright and IPR, and GDPR in relation to museum objects.
* Extensive experience of using collections management systems, such as EMu including experience acting as a system administrator and experience of running complex searches, undertaking batch imports/export and bulk data editing.
* Knowledge of collections care standards and guidelines for environmental conditions for museum objects.