



JOB DESCRIPTION

Job Title	Project Delivery Assistant (level 2)
Department	Collections Management
Directorate	Collections and Governance
Reports to	Senior Project Delivery Assistant
Location	IWM Duxford
Salary	£17,594
Duration	Fixed Term – to March 2021
Normal Working Hours	36hrs net per week
Person Specification Category	Grade 16
Contract	Museum

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the job

Project Delivery Assistants are responsible for the the accurate, timely location and movement of collections, to and from IWM locations, to agreed schedules and standards. In addition, the team are working to progressively make the collection more usable through projects that document, digitise and improve the condition of the collection.

Key duties

You will be expected to work independently as well as across different teams in order to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.

You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.

You will undertake day to day activities to the best of your ability and to the required standards; and strive to learn and develop your skills and knowledge.

Support and facilitate public access to our collection, expertise and knowledge.

Develop, partake in and produce accessible material and activities aimed at engaging, informing, educating and enthusing our audiences and potential audiences in the collection and our subject matter, and mission.

You will be expected to comply with corporate standards, and use corporate systems, processes and procedures – and undertake any necessary training as directed.

In addition, your duties will include:

1. To undertake movement of items to and from store, the IWM Research Room and between branches to agreed schedules. This will, on occasion, include the moving licenced and hazardous objects as part of the IWM collections. Locations must be updated as set out in the Museum's Location Policy and Procedures.
2. To undertake object inventory documentation.
3. To assist in the delivery of core corporate projects as agreed with Head of Project Delivery. Activity will be divided across the team into Projects and will include, for example, support of:
 - To undertake inventory, basic documentation and exit processes,
 - Overseeing processing of digital access digitisation orders,
 - Collection movement projects,
 - Supporting exhibition installations at all IWM branches
 - Reorganisation of storage areas, including undertaking enclosure projects, as defined by media requirements and storage environment to an agreed schedule,
 - Contributing to the housekeeping, cleaning and maintenance of collection items and storage areas,
 - Integrated Pest Management (e.g. pest trap checking, quarantining/treatment of infested collections),
 - Environmental monitoring (e.g. assisting in maintenance of system identifying environmental exceptions to the Care staff),
 - Basic condition checking of collections (e.g. identifying paper requiring minor repairs, minor repairs on library books).
4. To identify any collection condition issues, risks or building defects (plant or fabric) to the Head of Project Delivery.
5. To provide some supervision and assistance under the direction of the Senior Project Delivery Assistant to IWM staff requiring access to the collection. Provide supervision to FM staff and contractors servicing the storage facilities.
6. To ensure adherence to safe working practices, working to agreed method and risk assessments.
7. The post-holder is based at IWM London but will, on occasion, be required to work or attend meetings or training sessions at any of the museum's locations as directed.

Training standard required – E-Learning IOSH Working Safely (Course duration 2 working weeks for completion)

- Work in such a manner as to ensure their own safety and the safety of others including members of the public and report to their Manager any hazards, dangerous occurrences or dangerous equipment they see, and any accident they are involved in or that they witness.

Staff must be aware of and abide by IWM's information security, data protection and health and safety policies regarding the handling of all sensitive and personal data

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

**Person Specification: Collections Assistant
Collections, Access and Care / Level 3**

	Essential criteria	How this will be assessed
1	Literate and numerate – GCSE English and Mathematics at grade C or above.	Application form
2	Proven ability to manage and meet deadlines, and to deal with a demanding workload	Application form and interview
3	Experience of working in an environment where items are accounted for, sorted in alpha numeric order, moved and located accurately on a database following corporate policies and procedures.	Application form, test & interview
4	Experience of working in a team.	Application form and interview
5	A good understanding of the importance and requirements of Health and Safety at work (further training can be provided)	Application form and interview
6	Willingness to travel to other IWM branches	Application form and interview
	Key competencies	
7	Learning Orientation (C)	
	Demonstrates a commitment to learning new skills and knowledge. Responds positively to opportunities to gain new experiences and improve own performance. Takes a broad interest in the museum and its aims.	
8	Personal Effectiveness (C)	
	Demonstrates an ability to understand priorities, manage workloads effectively and consistently deliver good quality work on time. Pays attention to detail and stays focused at key times.	
9	Team working (C)	
	Enjoys working in teams and offers colleagues plenty of support. Contributes ideas and listens carefully. Remains co-operative and tactful at all times.	
10	Customer Care Skills (C)	
	Demonstrates a genuine desire to work with and serve the public. Applies this understanding and insight to flex their communication style and interact successfully with their customers.	
11	Encouraging Diversity (C)	
	Displays a commitment to fairness and equality for visitors and colleagues. Develops a growing awareness of the needs and perceptions of people from a diverse range of backgrounds.	
12	Financial Awareness (C)	
	Works in a cost-effective manner. Makes efficient use of resources and adheres to financial rules and procedures.	
13	Digital Awareness (C)	

	Works in a way that includes awareness and understanding of digital developments	
	Desirable	
14	Experience of manual handling, including the use of manual handling equipment and working at height.	Application form, interview and test
15	Experience of handling museum items	Application form and interview
16	Experience of using a Museum, Archive or Library Collections Management System and/or bar code technology	Application form and interview
17	Clean driving licence	Application form and interview

Additional Information

Benefits

The benefits listed below are discretionary and IWM reserves the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- The annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- IWM is a member of the Civil Service Pension Scheme. Employer pension contributions to the civil service pension scheme vary but are normally between 16.7% - 24.3% dependent on salary and length of service.
- An interest free season ticket loan scheme after three months service.
- 20% discount in IWM's shops.
- 25% discount in IWM's cafes.
- Free entry to the majority of Airshows at IWM Duxford.
- Free entry to most fee charging exhibitions in other National Museums.
- Continuous professional Training and Development opportunities.
- Enhanced maternity and paternity benefits linked to length of service.
- Child care vouchers
- IWM staff are entitled to membership of the Benenden Healthcare Society (subject to their terms and conditions).
- IWM staff also have access to The Charity for Civil Servants.
- Ride 2 Work Scheme

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept only CV's, you will be required to fill in an online application form.

If you have any queries please contact us at recruit@iwm.org.uk

The closing date for receipt of applications is 9 am, Wednesday 28th August 2019.

Interviews will take place on Friday 6th September 2019. Please note that the interview date has been specifically chosen according to the availability of the panel. You are advised to keep this date free if you are interested in this vacancy. We are unable to reschedule interviews.

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

IWM is committed to a policy of Equal Opportunities

