



## JOB DESCRIPTION

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<b>Job Title</b>	Collections Systems Assistant
<b>Location</b>	IWM London
<b>Department</b>	Collections Management
<b>Directorate</b>	Collections and Governance
<b>Reports to</b>	Collections Systems Manager
<b>Salary</b>	£21,635 per annum
<b>Grade</b>	14
<b>Duration</b>	Permanent
<b>Normal Working Hours</b>	36 hours net per week

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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**

The post holder will work with the two Collections Systems Managers to develop technical and data quality skills to support IWM's collections management system (Adlib) and DAMS (Digital Asset Management System).

Your focus will be to support IWM's systems users, so that they can use the systems to deliver core work more efficiently, create higher quality records, and develop capability in the systems.

You will test and implement appropriate system and data solutions to deliver change. This will be achieved by working closely with IWM staff and the IT department, and you will work as a trouble shooter, working closely with the IT Helpdesk to ensure systems issues are satisfactorily resolved.

## 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 be expected to work across departments effectively, working with individuals, partners and where appropriate volunteers. You will identify and implement learning and development needs for both yourself and your team, including volunteers, if appropriate.

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

You will be expected to support and facilitate public access to our collection, expertise and knowledge. You will 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.

**In addition**, your duties will include:

Receiving adequate training and working under the supervision of the Collections Systems Managers to:

- Work directly with system users to understand their needs, suggest the best ways of working with the system and understand any obstacles that prevent them from doing so, provide useful tips, answer questions relating to the systems and enable users to achieve higher quality records. Carry out training sessions.
- Contribute to IWM's data quality. This will include implementing controlled fields; managing enumerative lists; building tools to help staff check their own work and creating reports to support management checks.
- Assist in the development of Adlib to fit specific functional needs across IWM's branches and departments informed by the relevant standards supporting collections management activity.
- Contribute to ensuring that agreed IWM data standards are supported in the systems. Work with the Collections System Managers and other staff to develop data standards and structured terminology to improve access and retrieval of material catalogued for priority public access projects and collections documentation.
- Export, review and analyse data in the systems as required.
- Prepare and carry out data imports and batch data edits.
- Look after systems hardware (barcode scanners etc.) to ensure that staff have the tools they need to support their work.

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: Grade 14

	<b>Essential criteria</b>	<b>How this will be assessed</b>
1	Knowledge of the application of information management software systems and database development, preferably in a museum or similar environment.	Application form & interview
2	Educated to degree level in a relevant subject.	Application form & interview
3	Understanding of data management principles and systems tools for improving data quality.	Application form, interview & test
4	Understanding of collections management processes such as location and movement control, acquisition, etc.	Application form & interview
5	Carries out accurate information retrieval (including analogue sources), collection and data recording using IWM's systems, following museum policy and procedures.	Application form & interview
6	Proficient in the use of MS Word, Excel and other software for data manipulation and management.	Application form, interview & test
<b>Desirable criteria</b>		
7	Experience of providing training to and/ or working with groups of users.	Application form & interview
8	Postgraduate qualification in a related area, e.g. museum studies, information management, archives and records management or library studies.	Application form & interview
9	Knowledge of the Adlib collection management software used by IWM.	Application form & interview
10	An understanding of IWM's current activities, organisation and the scope of its collections.	Application form & interview
11	Experience within an equivalent organisation working with a collections management system.	Application form & interview
12	Understanding of the principles of managing a complex MS SQL database.	Application form & interview
<b>Key competencies</b>		
13	<b>Continuous Improvement (C)</b> Takes an active interest in the whole of IWM in order to better inform their decisions and project a positive and competent approach	Application form & interview
14	<b>Results Drive (C)</b> A pragmatic and focused approach that is objectives driven Thinks laterally and creatively in order to overcome obstacles	Application form & interview
15	<b>Teamworking &amp; Collaboration (C)</b> Able to see others' perspective but always able to find common ground as well	Application form & interview
16	<b>Customer &amp; Communication Skills (C)</b> Probing and questioning skills that elicit the correct information	Application form & interview
17	<b>Promoting Diversity (C)</b>	Application form & interview

	Develops a growing awareness of the perceptions, needs and expectations of people from non-traditional backgrounds	
<b>18</b>	<b>Financial Management (C)</b> An accurate working style, under-pinned by excellent attention to detail skills	Application form & interview
<b>19</b>	<b>Implementation of digital developments (C)</b> Integrates digital into their thinking and planning at early stage of relevant projects	Application form & interview
<b>20</b>	<b>Communicating Effectively</b> Ability to flex their style to best suit their audience and subject matter, use their knowledge and expertise to aid them	Application form & interview

## Additional information

### Benefits

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

- Our generous full-time equivalent annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- Access to our Pension Scheme arrangements including employer contributions.
- 20% discount in all IWM's on-site shops.
- A 25% discount in IWM's cafes.
- Free entry to all IWM Airshows at IWM Duxford.
- Free entry to a large number of other museums & galleries and their exhibitions which we have reciprocal arrangements with.
- Enhanced maternity and paternity benefits dependent on length of service.
- Access to Child care vouchers
- Access to our in-house training programmes and development
- Access to an interest free season ticket loan scheme after three months service.
- Access to a Ride 2 Work Scheme
- Access to our Employee Assistance Programme, and Career Development Advice.
- IWM staff also have access to The Charity for Civil Servants services and support.
- Eligibility to join the Civil Service Sports Club, securing additional discounts and benefits.
- Access to social events run by groups with IWM.

### 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](http://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](mailto:recruit@iwm.org.uk)

**The closing date for receipt of applications is 9 am Tuesday 2 January 2018.**

**Test will be sent to shortlisted candidates on Monday 7 January 2018.**

**Interviews will be held on Monday 21 January 2018.**

Please note that the interview date(s) 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.***