



JOB DESCRIPTION

Job Title	Collections Systems Manager (IWM Duxford)
Department	Collections Development & Information , Collections Management
Location	IWM Duxford
Directorate	Collections and Governance
Reports to	Head of Collections Development & Information
Salary	Circa £30,000 per annum
Duration	Permanent
Normal Working Hours	36 hours net per week
Contract	Trading Company

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

You are a collections systems manager, using your specialist database systems skills to ensure that IWM's staff are fully supported with a robust and effective collections management system and the reports, tools and training they need. You will help us continue to develop by recommending appropriate system and process solutions to deliver change, by modelling existing workflows and using your knowledge of collections management principles and concepts.

Together with the London-based Collections Systems Manager you are the main point of contact for users of IWM's collections management system (we use Adlib), and digital asset management system (DAMS). You will ensure effective integration with other systems and our procedural framework.

By working closely with IWM staff, the system suppliers and the IT department you ensure that our systems work together in an integrated manner to support IWM projects. You will work with the IT department on the infrastructure of Adlib and the DAMS and be responsible for their development and the implementation of new functionality within the systems.

You will be enthusiastic about the opportunity to make positive changes to the database and provide great service to all your internal customers.

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 be expected to 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, and 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:

- Acting as an ambassador and advocate for the systems, ensuring staff buy in and resolving real obstacles to their use of the systems.
- Scoping, testing and implementing new Adlib and DAMS functionality and system update, which promote digital ways of working and more efficient workflows for staff.
- Liaising with suppliers, IT staff and key stakeholders to identify, install and test appropriate updates to Adlib and DAMS with due recognition of business critical objectives and deadlines.
- Working collaboratively to ensure the integration of corporate collections databases, integrity of the data, maintenance of security, appropriate controls for disaster recovery of the database, eg. ensuring that an appropriate backup regime is being maintained, ensuring the maximum availability and performance of the systems.
- Ensuring Adlib is configured to fit specific functional needs across IWM's branches and departments informed by the relevant standards supporting collections management activity.
- Ensuring the security of the database by the definition and implementation of access controls to the data based on analysis of staff roles within the collections directorate by specifying user roles, accounts and access levels for each functional area of the database.
- Ensuring that agreed IWM data standards are supported in Adlib across IWM.
- Training users and answering questions relating to the database's functions and capabilities and the key collections management concepts such as accountability.
- Working with IWM's IT department to plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorised damage, modification or disclosure.

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 Systems Manager

	Essential criteria	How this will be assessed
1	Demonstrable understanding and knowledge of how to apply collections management concepts and principles, and procedures such as location and movement control, acquisition etc.	Application form, interview & test
2	Demonstrable experience of the application of information management software systems and database development, preferably in a museum or similar environment	Application form & interview
3	Recent experience of managing a complex database	Application form & interview
4	Knowledge of XML; proficient in using MS Word, Excel and other software for data editing and management, including data imports	Application form, interview & test
5	Able to carry out accurate data retrieval from multiple datasets in database systems	Application form & interview
6	Familiarity with common tools of data management – thesaurus, authority files, term lists etc.	Application form & interview
7	Experience of providing training to end-users	Application form & interview
8	Educated to degree level in a relevant subject	Application form & interview
	Desirable criteria	
9	Postgraduate qualification in a related area, e.g. museum studies, information management, or archives and records management	Application form & interview
10	Knowledge of the Adlib collection management software used by IWM	Application form & interview
11	An understanding of IWM's current activities, organisation and the scope of its collections.	Application form & interview
12	Demonstrable recent experience in a similar position in an equivalent organisation with a collections management system	Application form & interview
	Key competencies	
13	Continuous Improvement (C) Takes a keen active interest in improving the services of IWM. Keeps up to date with changes and pro-actively solves problems.	Application form & interview
14	Results Drive (C) Remains focused on priorities and does all that is necessary to deliver results. Adapts well to changing demands, overcomes obstacle and remains in control when under pressure.	Application form & interview
15	Teamworking and Collaboration (C) Demonstrates a team-orientated approach. Builds trusting relationships, freely shares information with colleagues and listens to other ideas and perspectives. Supports others and helps to create a productive working environment.	Application form & interview
16	Customer and Communication Skills (C) Demonstrates a genuine desire to work with and serve the public. Engages positively with customers, develops a clear understanding of their needs and does all that is feasible to satisfy them.	Application form & interview
17	Promoting Diversity (C) Takes an active interest in making the museum a rewarding place to visit or work for people from all backgrounds. Builds understanding and empathy with all people and challenges bias of all types.	Application form & interview
18	Financial Management (C) Manages budgets effectively. Demonstrates a responsible attitude to available resources and uses them efficiently and effectively.	Application form & interview
19	Implementation of digital developments (C) Is digitally aware and responsible in own areas of work	Application form & interview
20	Communicating Effectively Communicates confidently and precisely when speaking and writing. Changes the style of communication to match the needs of those present. Listens carefully and gets to the key issues quickly.	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

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 hr.cg@iwm.org.uk

The closing date for receipt of applications is 9 am, Monday 24 June 2019.

Interviews will be held on Wednesday 3 July 2019 at IWM Duxford. 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.