

The University of Manchester

Job Description

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| Job title: | Collections Engagement Officer |
| Reports to: | Head of the AIU RACE Centre |
| Organisation unit: | University of Manchester Library: Curatorial Practices |
| Date: | January 2021 |
| HERA: | MAPPS-UML-CP-AIU-B (370, Grade 5) |

Overall purpose of the job:

- Increasing awareness of and improving access to the Resource Centre's library and archive collections; developing the collections so they remain dynamic and relevant; and deepening engagement with the work of the Resource Centre, with a particular focus on student and academic audiences

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation

Collections management, development and publicity

- Gain an in-depth understanding about the library collection and archives in order to disseminate this information
- Working with the Library Manager to develop the library and archive collections, providing recommendations and suggestions to ensure its relevance, with particular focus on academic audiences
- Publicise the collections to a wide audience through social media and the collections blog, and represent the collections in public forums, such as conferences, exhibitions and library events, planning and delivering presentations as required
- Write/design collection management processes and ensure they have been followed, including cataloguing and classification, and digital preservation
- Work as part of the collections team to acquire, process and make material accessible, with a particular focus on the archive collections
- Working with present colleagues in front line customer service provision giving a quality service

Academic engagement and teaching and learning support

- Work with the Academic Director to increase awareness of the collections among academic audiences, at the University of Manchester and wider, through publicity, networking and relationship building

- Act as point of contact for academic customers, offering expertise about the use of the collections for teaching and learning, and research purposes
- Develop our internal academic network, encouraging sharing of expertise, opportunities and ideas, building a pool of academic partners and champions for the collection
- Develop and deliver collection-based contributions to taught programmes, such as handling sessions, study guides and presentations, in partnership with academic colleagues

Website and online access

- Develop and maintain Centre website, ensuring information is current and useful and improving functionality, and developing digital collection content to be hosted on the website and on University and Central Library systems
- Maintaining visibility of Centre, its policies and activities on University sites
- Maintaining social networking sites, in liaison with Audience Development Officer, ensuring as wide an audience as possible are contacted
- Production of publicity material in order to promote the Centre internally and externally to the University

Supervision

- Supervision of volunteers, interns and placement students working on the collections. This includes recruitment, induction, training, project planning, goal setting motivating and monitoring of progress

Project work and policy writing

- Organising events for external audiences, including room booking, liaising with presenters, allocation of roles
 - Work with the library manager, Academic Director and Co-Director to develop policies and improve processes with a particular focus on archival collection management and policy engagement
 - Any other duty commensurate to the grade as directed by the Project Manager/Co-Director
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- To take an active approach to continuing professional development
 - To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
 - Such other duties as may reasonably be associated with the grade and a role of this nature
 - To work at any Library site as required
 - To be flexible in relation to hours of work as may be reasonably requested from time to time
 - To wear supplied Library branded clothing during defined promotional activities and special events
 - To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
 - To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Highly effective oral communication skills, with the ability to present information in different formats to a variety of different audiences
- Excellent written communication skills, with the ability to adapt information for publicity, social media, interpretation and policy purposes
- High level of attention to detail
- Ability to establish and maintain contact with a wide range of internal and external organisations
- Excellent customer service skills
- Ability in IT including the use of library catalogues, social networking sites and basic web design
- Excellent organisation and administrative skills
- Excellent initiative and problem-solving abilities, particularly regarding designing and improving processes
- Ability to work flexibly as part of a team
- Ability to plan own workload, work without supervision and meet deadlines
- Ability to think strategically and write and develop policies
- Ability to manage people; including training, motivation and supervision
- Experience of working with a collection in an access, engagement or collection management capacity
- Experience of working in a higher education setting
- Experience of standard computer office packages for word processing and data input, collection catalogues, basic design packages and social networking sites
- Experience of project planning and delivery
- Experience of supervision, including goal setting and monitoring.
- An understanding of the Higher education sector and academic needs
- Awareness of, and commitment to the work of the Race Relations Centre with understanding of equal opportunities.