

The University of Manchester

Job Description

Job title:	Exhibitions and Public Engagement with Research Coordinator
Reports to:	Exhibitions and Public Engagement with Research Manager
Organisation unit:	University of Manchester Library: Curatorial Practices
Date:	January 2021
HERA:	MAPPS-UML-CP-R&L-A (379, Grade 5)

Overall purpose of the job:

- To support the Exhibitions and Public Engagement with Research Manager in the design, creation, implementation and evaluation of innovative and inspiring exhibitions and public engagement with research programmes, which connect public audiences (in person and digitally) to the Library's world-class Special Collections and the research that takes place around them
- To support the Exhibitions and Public Engagement with Research Manager in developing and implementing robust evaluation methodologies and measures to demonstrate the impact of exhibitions and public engagement with research programmes
- To line-manage the Exhibitions and Public Engagement with Research Assistants to ensure the effective delivery and evaluation of outstanding exhibitions and public engagement with research programmes, in support of the John Rylands Research Institute and of world-class research on the Special Collections

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
- To support the Exhibitions and Public Engagement with Research Manager in the design, creation, implementation and evaluation of innovative, inspiring and audience-focused exhibitions and public engagement with research programmes (including digital), connecting diverse audiences with the Library's world-class Special Collections and the research that takes place around them, working closely with the John Rylands Research Institute (JRRI) and researchers at the University of Manchester
- To support the Exhibitions and Public Engagement with Research Manager in developing and implementing robust evaluation methodologies and measures to demonstrate the impact of exhibitions and public engagement with research programmes, in support of the University's Research & Discovery and Social Responsibility goals, and in particular supporting the University's Research Excellence Framework (REF) submissions
- To support the Exhibitions and Public Engagement with Research Manager in co-ordinating resourcing and support for all public engagement with research activity, and in supporting other events both online and at the John Rylands Library (such as JRRI events and other academic events), including IT support

- To support the Exhibitions and Public Engagement with Research Manager in collaborating with external agencies and networks over the Library's participation in priority cultural and heritage festivals and events in the city of Manchester, informed by and in support of the University's Research & Discovery and Social Responsibility goals
- To support the Exhibitions and Public Engagement with Research Manager in liaising with designers on the design of exhibitions and displays, and in working collaboratively with the Library's Head of Engagement on the promotion and evaluation of visitor engagement
- To line-manage the Exhibitions and Public Engagement with Research Assistants, under the Exhibitions and Public Engagement with Research Manager, including recruitment, training, motivation, performance management and staff development
- To collaborate with the Curatorial Practices Services Manager and the Building Care and Visitor Services Coordinator to ensure an outstanding and audience-focussed visitor experience at the John Rylands Library combining a holistic reception/ welcome, retail offer, visitor engagement, exhibitions, displays, interactives and events
- To develop and maintain sufficient knowledge of the collections to understand their relevance and potential to exhibitions and public engagement with research
- To work closely with curators and conservators, for example over the selection of items and appropriate methods for display and over the devising and delivery of collection-based activities
- To embed robust processes for the development and delivery of programme content
- To ensure that enquiries received via the team are dealt with promptly and professionally, including using the Library's CRM
- To provide administrative support for the activities and services of the Exhibitions and Public Engagement with Research team, such as finance, event and room bookings, compiling statistics and evaluating data
- To keep policies, procedures and staffing under active review, recommend improvements and changes as necessary and implement agreed changes
- To participate in a 7-day a week rota to cover shifts (including evenings and weekends and Bank Holidays)
- To contribute to the staffing of events in support of city-wide activities / festivals and one off / major events (such as fundraising or filming)
- 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:

- A relevant degree (e.g. Library and Information Studies, Museum Studies) or significant relevant experience
- Successful experience of managing a team, including motivating and empowering staff
- Experience of engaging diverse audiences through innovative programming and creative interpretation of collections and spaces
- Experience of nurturing participation from specific and targeted audience groups
- Experience of evaluating the visitor experience
- Excellent customer relationship knowledge and the ability to inspire a team to deliver a proactive customer service
- Knowledgeable in customer relationship best practice
- Experience of event planning and management
- Excellent interpersonal skills, including ability to build relationships, influence and negotiate
- Excellent digital literacy, especially social media, Microsoft Office applications, online collaboration tools, and experience with CRM principles
- Excellent written and oral communication skills and ability to present to and reach a variety of audiences
- Excellent time-management skills and the ability to meet deadlines
- Ability to use own initiative and judgement to resolve day to day problems independently, or through a support team, where appropriate
- Project management experience
- Professional commitment and a willingness to work flexibly to maintain service standards and delivery and to adapt to changing circumstances
- Ability to develop and maintain professional networks to enhance your practice
- Understanding of good practice in public engagement with research practice and of the importance of outstanding impact case studies within the context of the Research Excellence Framework

Desirable skills, knowledge and experience:

- Experience of interpreting Special Collections materials for public audiences
- Experience of working with academics or subject matter experts in the design and delivery of visitor engagement
- Understanding of the higher education environment as it impacts on Special Collections and the University of Manchester Library