

## The University of Manchester

### Job Description

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<b>Job title:</b>	Exhibitions and Public Engagement with Research Manager
<b>Reports to:</b>	Research and Learning Manager
<b>Organisation unit:</b>	University of Manchester Library: Curatorial Practices
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-CP-R&L-C (465, Grade 6)

#### Overall purpose of the job:

- To lead 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, working closely with the John Rylands Research Institute (JRRI) and researchers at the University of Manchester, under the overall direction of the Research & Learning Manager (Special Collections)
- To develop and implement robust evaluation methodologies and measures to demonstrate the impact of exhibitions and public engagement with research programmes, actively contributing to achieving the Library's strategic objectives in support of the University's Research & Discovery and Social Responsibility goals
- To manage the Exhibitions and Public Engagement with Research team to ensure the effective delivery and evaluation of outstanding exhibitions and public engagement with research programmes, in support of the JRRI 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 lead the development of innovative and inspiring 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 JRRI and researchers at the University of Manchester
- To work in partnership with the JRRI and academic colleagues in the University of Manchester to support public engagement with research, with a strong focus on increasing the number of exhibitions and displays curated by academics and the number of outstanding impact case studies generated through the Library
- To line-manage the Exhibitions and Public Engagement with Research Coordinator(s) (including recruitment, performance management and staff development) to ensure the effective delivery of outstanding exhibitions and public engagement with research programmes, in support of the JRRI and of world-class research on the Special Collections
- To develop and implement robust evaluation methodologies and measures to demonstrate the impact of exhibitions and public engagement with research programmes, actively contributing to achieving the Library's strategic objectives 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 work closely with Special Collections Managers, staff of the JRRI and others over the support for research projects and priority areas, through exhibitions and public engagement with research programmes
- To work closely with curators and conservators, for example over the selection of items and appropriate methods for display
- To ensure that interpretation adheres to accessibility and best practice guidelines
- To liaise with designers on the design of exhibitions and displays, and to work collaboratively with the Library's Head of Engagement on the promotion and evaluation of visitor engagement
- To work with the Exhibitions and Public Engagement with Research Coordinator(s) to co-ordinate resourcing and support for all public engagement with research activity, and to support other events in the John Rylands Library (such as JRRI events and other academic events), including IT support
- To coordinate 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 collaborate with the Curatorial Practices Services Manager 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 to and potential for exhibitions and programmes of public engagement with research
- To manage the exhibition programme within agreed budgets
- To build strong relationships with colleagues in the Library, other relevant parts of the University and external partners to ensure effective service planning, resourcing and delivery
- To monitor service performance using appropriate data, benchmarks, standards, key performance indicators and targets
- To meet agreed personal and team performance targets and to collect and collate both quantitative and qualitative information
- To ensure that services and programmes are delivered in line with agreed objectives and approaches, keeping the application of policies and procedures under constant review in order to ensure that they are up-to-date, applied consistently and remain in line with audience needs
- To ensure that services and programmes are informed by targeted market research and audience engagement activities
- To contribute to the development of fundraising bids and grant applications and to take/share responsibility for managing ensuing projects
- To promote and represent the Library at appropriate internal and external committees, professional bodies, meetings and events, and to take all opportunities to promote innovation taking place at the University of Manchester Library
- To work the hours related to effectively delivering an operation over a 7-day a week rota and some evenings, and in support of one off / major events
- To maintain a currency of knowledge of best practice in the display and interpretation of books, manuscripts and other heritage objects and in public engagement with research
- 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:

- Educated to degree level
- Professional qualification in Museum or Art Gallery studies or Exhibition Design or equivalent experience
- Successful experience of leading a team in a busy audience-focused heritage or cultural sector environment
- Excellent customer relationship knowledge and the ability to inspire a team to deliver a proactive customer service
- Significant experience of staff management, including recruitment, motivation and performance
- Excellent interpersonal skills, including ability to build relationships, influence and negotiate
- Excellent and confident written and oral communication skills and ability to present to and reach a variety of audiences
- Successful experience of the design of innovative and audience-led exhibitions (including digital) and programming with content created from agreed outcomes
- Successful experience of nurturing participation from specific and targeted audience groups
- Experience of developing high-profile programmes or projects
- Excellent digital literacy including competence across digital communications channels, especially social media, Microsoft Office software applications and experience with CRM principles
- Understanding of good practice in public engagement with research and of the importance of outstanding impact case studies within the context of the REF
- Experience of service planning and management, including policy and process development, evaluation and review, and a proven ability manage change
- Ability to anticipate challenges and to respond to them creatively and innovatively
- Successful experience of developing or contributing to funding bids or grant applications
- Successful experience of partnership working
- Professional commitment and a willingness to work flexibly to maintain service standards and delivery and to adapt to changing circumstances

#### 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
- Experience of writing funding bids and seeking philanthropic support within the higher education and/or cultural sectors
- Membership of a relevant professional organisation or body