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| **Job specification**  |

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**Job title: Lead Officer - Museums**

**Service: Customer Services**

**Grade: G7**

**Reporting to: Louisa Attaheri – Assistant Business Partner, Culture, Arts & Heritage**

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| **Your job** |

To provide the lead role in the care, management, and exhibition of the borough’s museum collection. You will be providing professional expertise in a range of core skills including acquisition, disposal, loan management, documentation, collection care and digitalisation and have a good knowledge of best practice and accredited standards. You will assist in developing an active programme of exhibitions, talks and events in venues across the borough to increase the visibility and accessibility of the museum collection, including temporary and mobile exhibitions and working to refresh gallery spaces to attract and maintain customer visits. This role will support the delivery of the Council’s 5-year Cultural Manifesto ‘The Fire Within’ to shape and deliver an effective and efficient service across all sites as a focus point for access to the borough’s heritage, supporting educational and wellbeing outcomes for customers.

**Mandatory statement**

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner’s office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

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| **In this job you will** |
| In the next 12 months, you will:* Take a lead role in refreshing our galleries and public spaces, aiming towards maintaining customer visits and attracting new audiences, including curating a large-scale temporary exhibition at the Museum of Wigan Life. Using the collections you will focus on object selection, organising loans, researching and writing interpretation and will play a central role in the installation process and developing the associated programme of events.
* Work with our stored museum collection to continue our programme of accessioning, working to improve location control and adding retrospective documentation to ensuring our collection is as accessible as possible.
* Work with the wider Culture Team to enhance the Schools Cultural Services offer, making best use of the museum’s loan and handling collection and supporting a diverse programme of themed workshops to engage existing and new schools and to develop a wider understanding of the Customer Culture and Heritage offer.
* Support the growth and delivery of the volunteer programme; working with volunteers to provide advice in professional standards, ensuring procedures and processes are documented and shared.
* Support the continued delivery of Wigan Borough’s Cultural Strategy undertaking actions on behalf of the Culture Team.

On an ongoing basis you will:* Provide professional expertise in a range of core skills including acquisition, disposal, documentation, cataloguing, collections care, environmental monitoring, location control, object movement, transport, insurance, valuation, conservation, and digitisation to accredited standards.
* Work with the cultural team to develop exhibitions, events and activities which ensure the offer meets the needs of communities and enables representation in cultural venues across the borough and more widely to increase visibility of the Borough’s museum collection.
* Work with managers to provide professional insight into services, helping to shape the future of the service and identify potential funding opportunities.
* Work with managers to apply for external grants and funding providing advice and project support, as required.
* Respond to a range of public enquiries relating to the collection.
* Maintain and update our computer management database, including images, locations, accession information, and documenting new acquisitions to agreed standards following procedural guidance.
* Assist in ensuring the service retains Museum Accreditation and considers national, regional and local initiatives which engage with the community and raises the profile of the services on offer.
* Actively develop positive relationships with a range of key local stakeholders and volunteers providing support to develop both staff and volunteers in the delivery and interpretation of museum services and products.
* Actively participate in customer service changes to system processes and new business to enhance the overall customer offer and experience.
* Utilise traditional marketing materials and social media to effectively market the Culture and Heritage offer and cross-promote through other council services.
* Support the Cultural Strategy into operational delivery, ensuring the vision in Culture Arts and Heritage Service is understood and reaches out to vulnerable residents, providing engagement opportunities and combatting social isolation and create a sense of belonging.
* Assist in delivering an offer that enables residents to fully engage with, and participate in, The Deal, with its key principles at the heart of service provision.
* Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
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| **In this job you will need** |
| You must be able to demonstrate the following essential requirements: -* Relevant professional qualification or equivalent level of experience working in a museum or heritage environment.
* Proven experience of caring for museum collections and object handling.
* Knowledge of sector standards and best practice, with an ability to make decisions based on a procedural guidance.
* Experience of inputting and extracting data using collection management systems, with excellent knowledge of IT systems and an ability to utilise functionality to improve service provision in line with policies and procedures.
* Knowledge of developing, producing, and installing exhibitions and in-house displays.
* Experience of managing and working with volunteers to deliver museum services and products.
* Effective written and oral communication skills.
* The ability to work effectively in a team and independently using your own initiative.
* Experience of providing resolution at the first point of contact for customers within a fast-paced environment, maintaining quality and accuracy.
* Ability to set objectives, targets and achieve outcomes through collaboration with internal and external customers and partner agencies.
* Demonstrable knowledge and understanding on the impact of poor customer service delivery and the link to the reputation of the Council.
* Competency to raise issues, taking ownership of problems and actively seek and implement solutions.
* Ability to learn from previous experience and seek feedback from colleagues and Assistant Business Partners adopting a self-reflective approach.

Additional information* The post holder will be expected to undertake some evening and weekend work.
* This role will require the postholder to work across Customer Service venues in line with business needs.
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| **Our culture** |
| For us, it’s not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours. |
| **Be Positive… take pride in all that you do** |
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| **Be Accountable… be responsible for making things better** |
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| **Be Courageous…** be open to doing things differently |
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| **Be Kind… be helpful, generous and thoughtful towards yourself and others** |
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| Individuals with line management responsibilities are also expected to … |
| **Inspire…** lead by example and help others to see the big picture |
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| **Care…** show genuine concern for people as individuals and value their contributions |
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| **Engage…** I connect with others both within and beyond the organisation |
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