

Job specification



Job title: Assistant Business Partner - Archives

Service: Customer Services

Grade: G8

Reporting to: Sally Smith – Business Partner, Culture, Arts & Heritage

Your job

To undertake day-to-day management of Archives: Wigan & Leigh service and team, and lead the service in ensuring all statutory requirements for the archives service and museum in Wigan are met. The role will support delivery of the Council's 5-year Cultural Manifesto 'The Fire Within' by encouraging and developing activities, projects and events in partnership with key organisations and groups to increase participation and community involvement, develop education and skills, improve health and wellbeing, enrich the environment and advance and promote heritage and the museum in Wigan.

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.

In this job you will

In the next 12 months, you will:

- Lead the service in ensuring the Archives meets all statutory requirements for the care of records and provision of access and legal requirements are met for third-party use of collections, including copyright and intellectual property rights; ensure services meet accreditation standards.
- Assist in the delivery of creative, flexible spaces that support the varying needs of our communities, developing innovative ways to enable educational, social and cultural activities that help create a cohesive relationship in the community we serve.
- Support the monitoring and reviewing of the budgets and funding allocation within Archives, including the NLHF project, ensuring they are adding financial and social value.
- Develop archive collections to ensure collections reflect under-represented communities in the Borough and manage relationships with donors and depositors, including institutional depositors of records, ensuring that this does not place an undue burden on budgets.
- Generate new income streams using the Archives and Local Studies resources, creating licensing arrangements with commercial partners to achieve agreed income improvement targets to support service self-reliance.
- Forge partnerships with other service areas and external agencies to improve service provision to the council and public, as part of an integrated Culture Arts and Heritage Services offer.

On an ongoing basis you will:

- Undertake day-to-day management of the Archives team, to create a holistic, varied and innovative archives service that enriches our borough, the communities in it and the residents that live there, ensuring they add value and are cost effective.
- Assist in day-to-day management and operations of Arts Culture and Heritage venues including Archives: Wigan & Leigh; including statutory checks and requirements, overseeing risk management and reporting maintenance issues.
- Ensure that staffing resources are allocated in-line with business need and that communities, volunteers and partners are engaged to deliver against corporate and service objectives.
- Manage the development of storage and access systems for digital records and digitised content, to ensure Wigan's digital archival records are not lost, corrupted or suffer technological obsolescence.
- Gather effective data collection and tracking systems including analysis, identifying community and customer trends and measure successes of activities, events and exhibitions.
- Oversee and develop service collection databases including images, locations, accession documentation, volunteer work outputs and new acquisitions, non-digital collection indexes, catalogues and transcriptions.
- Oversee the content management system of the online collections platform to maximise access to digital collections, offer a platform for community groups to build resources, generate income and create wider customer accessibility and self-reliance.
- 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.
- Deliver an offer that enables residents to fully engage with, and participate in, The Deal, with its key principles at the heart of service provision.
- Embed our wider culture offer, promoting its importance and value to Wigan's identity and the health and wellbeing of our residents, across all age ranges.
- Promote the role of the archives in health and care, developing creative activities with internal and external providers and partners to support and benefit health improvements, quality of life and wellness.
- Lead the development of 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.
- Support events and exhibitions promoting and marketing, using all media types, including local and regional publications, print, free to use internal marketing within our buildings, social media and other digital outputs to maximise awareness and attendance.
- Support projects providing updates to the team to provide understanding and share objectives and expectation of outcomes.
- Provide professional support in a range of core skills including: selection, accessioning, acquisition, appraisal, disposal, cataloguing, collections care, environmental control, location control, item movement, customer enquiries, interpretation, insurance, valuation, indexing, conservation, preservation, access and digitisation in line with accredited standards.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Relevant professional qualification or equivalent level of experience.
- Experience of effectively managing a team.
- Knowledge and experience of managing stakeholder relationships.

- The ability to work effectively as part of a team and independently using your own initiative.
- Experience of considering the best approach to service delivery and leading change as necessary.
- Experience of fundraising to support service delivery.
- Experience of inputting and extracting data from IT systems, with excellent knowledge of IT systems and an ability to utilise functionality to improve service provision in line with policies and procedures.
- Experience of providing resolution at the first point of contact for customers within a fast paced environment, maintaining quality and accuracy.
- Demonstrable knowledge and understanding of the impact of poor customer service delivery and the link to the reputation of the Council.
- Ability to set objectives, targets and achieve outcomes through collaboration with internal and external customers and partner agencies.
- Competency to raise issues, taking ownership of problems and actively seek and implement solutions.
- Learn from previous experience and seek feedback from colleagues and Assistant Business Partners adopting a self-reflective approach.
- Openly share good and bad practice to enhance day to day processes and the customer journey.
- Ability to make decisions based on a procedural guidance and evaluation of all relevant factors and risks or benefits.

Additional information

- The post holder will be expected to undertake some evening and weekend work.
- On some occasions, as it is a large borough with significant rural areas, access to a vehicle will be necessary to carry out your duties.

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

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough