



## **Job Description: Library & Archives Assistant**

At Bishopsgate Institute, the Special Collections and Archives are at the heart of our offer, our programming and our identity. We run a very friendly, world-class service for researchers, from academics to non-specialists, and the team contributes actively to the development and delivery of the wider learning and cultural events programme, website and digital content, promotion of the Institute and delivering outreach and education work beyond the Institute.

We pride ourselves on how accessible our collections are, and to that end we are continuing to develop unusual ways for people to discover them for themselves, especially if they have not had much experience of using archives before. The Library & Archives Assistants are important team members in this delivery.

There are two Library & Archives Assistants, each playing an important role in this team, and the work extends beyond the day-to-day cataloguing and conservation work that might be the norm in other organisations. Our researchers' area is busy, our programme of events relies on original materials and interpretation, and our Campaigns team (marketing, PR and communications) relies heavily on the expertise and proactive participation of the whole Special Collections & Archives team in order to be successful.

Given that this role would provide excellent experience for someone intending to gain the Archives and Records Management MA qualification, candidates should have an undergraduate degree and an interest in developing a career in the archives and collections sector. Some experience working in a library or archives environment would also be desirable.

The Head of Audiences & Communications is the senior team lead on this area.

### **Role description**

Date of Last Review:	27 February 2020
Job Title:	Library & Archives Assistant
Grade:	Assistant
Hours:	Part-time (28 hours / week)
Salary:	£18,142 per annum for 28 hours (£22,678 FTE)

Reporting to:	Library & Digital Archives Manager
Peers:	Junior Event Planner Box Office & Front of House Assistant Event Technicians Library & Digital Archives Assistant Library & Archives Assistant (1/2)
Budget holder:	No
Probation:	6 months

## **Role purpose**

To assist in the day to day operation of the Researchers' Area in the development of access to and preservation of Bishopsgate Institute's Special Collections & Archives.

Undertake the cataloguing and development of the Institute's Special Collections & Archives to international and in-house standards using Adlib Library and Archives software.

Assist with the development of content for the website and social media platforms by proactively providing information on collections and assets (e.g. scanned images with permissions confirmed) available for use in programming and artwork.

The Library & Archives Assistant will also be required to engage with our visitors and audiences, such as at agreed events, and promote the wider offer of the Institute.

## **Key Library & Archives Assistant Deliverables**

1. Excellent service delivery and smooth running of the Researchers' Area by:
  - Supporting the day to day operation of the Researcher's Area, collaborating to undertake general duties to ensure smooth running of the areas and high-quality public engagement.
  - Answering academic and general research enquiries by phone, email and in person.
  - Supporting the use of the area and any Special Collections & Archives materials for events and activity outside the normal library operating hours.

- Support the retrieval, use and return of Special Collections & Archives materials for learning activity and events, helping to ensure any materials used are safely and securely returned for re-cataloguing in their original position as required.
  - Supervising and taking responsibility for the work of volunteers with support from and under the direction of the Library & Digital Archives Manager
  - Supervising and taking responsibility for monitoring student placements with support from and under the direction of the Library & Digital Archives Manager
  - Supporting the cover of Library reception desk, on a rota basis
2. Supporting the care and development of the Institute's Special Collections and Archives including:
- Undertaking supervised archives and library cataloguing to international and in-house standards using cataloguing software. Apply basis preservation treatments to fragile materials as required.
  - Communicating relevant copyright and data protection legislation to users, as well as handling guidelines.
  - Following established policies and procedures to ensure collections are managed correctly.
  - Assisting senior staff as required with the digital archive development.
  - Providing excellent customer service including processing reprographics orders and providing research support.
  - Engage with the wider profession by attending training and conferences where appropriate.
3. Assisting in the provision of advice and support on the Special Collections & Archives internally to aid access, profile and usage through the Institute's learning programme and to the public in general:
- Supporting the Campaigns team to ensure any external messaging regarding new or existing collections and their access information is correct and up to date:
  - Providing support to the Interpretation Manager, Programme Manager and Learning Programme Coordinator in the development of learning activities across the Institute's integrated offer, as required.

## **General Requirements**

- Proactively collaborate with all staff to ensure the best possible levels of

seamless service and quality to our customers.

- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times.
- Champion and epitomise the Institute's core competency behaviours.
- Attend relevant training in order to fulfill the requirements of the job and undergo supervision and annual reviews.
- Comply with and implement all organisational policies and procedures as required.
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required.
- Dress and present yourself appropriately as the professional needs of the Institute require.

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

## **PERSON SPECIFICATION: Library & Archives Assistant**

### **1. Requirements – Library & Archives Assistant**

- 1.1 An undergraduate degree any discipline and an interest in developing a career in the archives and collections sector.
- 1.2 Experience of working in a library or archives environment and meeting its day to day requirements to ensure access and preservation of special collections.
- 1.3 Awareness and experience of cataloguing library or archives material and using library or archives catalogue databases (particularly Adlib).
- 1.4 Demonstrating excellent customer care and communicating procedures, such as handling guidelines, to customers.
- 1.5 Excellent communication and inter-personal skills
- 1.6 Demonstrable commitment to maximising the accessibility of archives and collections material to support academic research, learning opportunities and the widest possible general public interest
- 1.7 Demonstrable commitment to the integration of special collections and archives into the programming and entire offer of a larger cultural organisation.
- 1.8 Experience of managing student placements or volunteers on special collections and archives projects
- 1.9 Demonstrable enthusiasm for unusual and non-traditional approaches to inclusion and engagement for special collections and archives, and a commitment to contributing to their success
- 1.10 A demonstrably proactive and communicative working style, including taking the initiative to go and see colleagues or phone them if an issue arises and keep channels of communication open, rather than using email
- 1.11 Strong, confident presentation skills to both specialist and generalist audiences
- 1.12 A passion for the mission and ethos of Bishopsgate Institute and its work as a whole, and the ability to advocate for that within and beyond the Institute.

## Bishopsgate Institute Competency Framework

At Bishopsgate Institute we take a competency-based approach to staff recruitment, performance review and development. Our Competency Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

Both managers and staff will have support and training to implement these competencies.

Our selection process for recruitment has been designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

<b><u>Performance</u></b>	<b><u>Insight</u></b>	<b><u>Engagement &amp; Inspiring Others</u></b>
<ul style="list-style-type: none"><li>• Accountability</li><li>• Delivering Performance</li><li>• Alignment &amp; Planning</li><li>• Learning &amp; Change</li></ul>	<ul style="list-style-type: none"><li>• Breadth of Perspective</li><li>• Making Effective Judgements</li><li>• Applying Specialist Knowledge</li><li>• Customer &amp; Audience Awareness</li></ul>	<ul style="list-style-type: none"><li>• Working Collaboratively</li><li>• Communicating &amp; Influencing</li><li>• Empowering Leadership</li></ul>

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff.*
- Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a 'Specialist'.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with ***what*** we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at ***how*** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.

Please refer to the full Competency Framework document as part of the pack of information for candidates or, once in post, ask your line manager for a copy.