



Culture Coventry Trust
Herbert Art Gallery & Museum
Jordan Well
Coventry
CV1 5QP

JOB DESCRIPTION

Job Title:	Archives Assistant
Reporting to:	Archives Manager
Responsible for:	NA

SCOPE

Culture Coventry Trust and Coventry Sports Foundation are operating as CV Life, so that the scope of this Job Description as a CV Life document extends to cover the employment of employment contracts held with either Culture Coventry Trust or Coventry Sports Foundation.

OVERALL PURPOSE AND OBJECTIVE OF THE ROLE

To support the delivery and development of Coventry Archives as part of the wider Culture Coventry service.

To assist in the day-to-day operation and collections management of the Archives/Local studies material

MAIN DUTIES OF THE ROLE

1. To undertake the functions associated with the running of an efficient and welcoming public Reading Room.
2. To act as a first port of call in the Coventry Archives by offering a high level of customer care dealing with all enquiries with courtesy and efficiency.
3. To oversee the operation of computers, microfilm readers and photocopiers to support public users.
4. To use the till for cash and credit card transactions.
5. To deal promptly and efficiently with all enquiries relating to the Coventry Archive/local study collections whether they are in person, by letter, email or telephone.
6. To work with marketing staff to develop a broader public understanding of the Coventry Archives through the creation of historical blogposts/displays as delegated.
7. To assist in the management and care of the development of Coventry Archives according to the National Archive Accreditation standard and Library Association guidelines for local studies provision in public libraries.
8. To sort, list and organise new donations under the guidance of the Coventry Archives Manager.
9. To help to produce search guides for the Coventry Archives collections as directed by the Archives Manager



10. To assist in the physical movement of Coventry Archives collections including as required including ingest of new material, the retrieval of documents and books for use by the public, and replacement to their correct locations.
11. To be involved in digitisation work in the collection to create available resources for public users.
12. To work with volunteers, trainees and work placements as appropriate.
13. To work collaboratively with colleagues across all sites.
14. To represent Culture Coventry on all appropriate local, regional, national and international forums, workshops, events, reviews and consultations relevant to this post.
15. To support the remainder of the Culture Coventry Teams when required for conferences, gallery openings and any other events over and above the normal day to day running of the museums ensuring that commercial opportunities are maximised.
16. To put the customer at the heart of all decisions and actions, to ensure we always deliver exceptional customer experience.
17. Any other duties that fall within the scope and spirit of the post.

This Job Description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

RESPONSIBILITIES FOR ALL EMPLOYEES

- To embrace and lead by example on the Company's key values of PRIDE, PASSION and PERFORMANCE or those that might at any time be subsequently re-defined.
- To undertake all duties and fully comply with all of the Company's general standards and those relating to the specific requirements of the role.
- To carry out tasks at a range of sites that are either operated or managed by the Companies / Trusts or where services are delivered by the Companies / Trusts
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the Companies / Trusts. To generally help promote the work and public image of the Companies / Trusts, always maintaining high standards of customer service and personal appearance.
- To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
- To interact positively with customers adopting a friendly and professional approach at all times.
- To support the Company's commitment to providing a safe environment for children, young people and vulnerable adults, ensuring awareness of the Company's Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
- To comply with the General Data Protection Regulations when dealing with, maintaining, sharing and storing information.
- To undertake other duties as specified, which are appropriate to the qualifications, experience and general level of the post.



Date Created: 1/12/19

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PERSON SPECIFICATION

Essential Personal Attributes

- A friendly professional manner.
- Well organised, methodical and accurate skills.
- Readiness to work with people and ability to respond to differing needs, e.g. disabilities, children, diverse cultures and differing levels of understanding.
- Customer focused with the passion and ability to identify customer audiences, understand their specific requirements.

Essential Knowledge and Experience

- A team player with an approachable manner.
- Experience of working in a heritage-related environment.
- Knowledge and understanding of issues and standards concerning archive care and management.
- Awareness of duties involved in working in a record office/archives environment.
- Understanding of the ways in which libraries and archives serve communities.

Essential Special Skills

- Good IT skills and proficiency in Microsoft Office applications.
- Ability to consider commercial opportunities.
- Good manual handling skills.
- Good communication skills both face to face and in writing.
- Ability to use initiatives, decide upon priorities and organise and manage your time effectively.

Special Circumstances

- A flexible approach to work with the willingness and ability to work outside standard hours on occasion