

**Engagement Assistant (1.0 FTE)  
Archives and Collections  
Permanent**

The Role

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Job Title	Engagement Assistant
Location	Archives & Collections
Reports to	Engagement Lead
Purpose	To support the public engagement work of the Archives and Collections service by undertaking user engagement, creating online content, supporting loans for exhibitions and undertaking collection care, and administrative activities.

Principal Accountabilities

The principal duties and responsibilities of the post holder are:

User Engagement:

- Assist with the delivery of outreach activities with community partners, visiting groups, students and staff by
  - organising and overseeing training, tours and handling sessions
  - demonstrating correct handling techniques for archives and artefacts
  - demonstrating the use of Archives and Collections' online resources
  - retrieving and shelving archives and artefacts
  - supervising and invigilating events and exhibitions
- Assist with the preparation, installation and de-installation of exhibitions and displays of Archives and Collections materials and work created in response to it
- Develop, schedule and create content for and monitor activity on the Archive and Collections' social media channels and website
- Support the Archives and Collections' volunteer programme

Collection Care:

- Process, condition check and package material leaving or returning to the Archives and Collections
- Enter and/or amend loans, insurance and catalogue records to support exhibitions and loans
- Photocopy/scan/photograph material within legislative requirements
- Upload digital files to the Archives and Collections' online platforms

Administrative Activities:

- Carry out a range of clerical and administrative duties
- Place orders for supplies to support exhibitions and loans
- Collate and maintain statistics on A&C outreach activities

## Other:

- Share responsibility for the supervision and safety of visitors and users
- Operate opening and shut down routines for Archive and Collections' spaces
- Any other duties commensurate with the grade and nature of the post

## Key Challenges:

- Working independently without close supervision to meet deadlines
- Organisation and prioritisation of own workload to meet competing demands
- Providing relevant information to a wide variety of stakeholders using a number of different media and techniques (including social media, email, displays and face to face sessions)

Experience/ Qualifications

## Essential

- Educated to HND Level or equivalent
- Experience of exhibitions / archive / museum / gallery work
- Experience of using Microsoft Office and Adobe Creative Applications
- Experience of developing content for a range of social media and online platforms
- In-depth knowledge of and interest in art/history of art/architecture/design
- Experience of working in a customer facing environment
- Experience of undertaking administrative duties

## Desirable

- Experience of using archive or museum cataloguing software

Skills and Attributes

- Excellent written and oral communication skills
- Excellent ICT skills
- Capable of working under own initiative as well as part of a team
- Organised methodical approach to work with good attention to detail
- Demonstrated ability to effectively plan and organise work to achieve desired outcomes
- Proven ability to be proactive, remain focused, take action to overcome obstacles and follow through to completion;
- Ability to be flexible, dynamic and responsive as required
- Ability to work to deadlines and remain calm under pressure
- Ability to handle and move archives and museum collections material and an awareness of health and safety issues in an archive / museum / gallery environment
- A demonstrable understanding of how archives and collections can be used to engage communities, visitors, students and staff

Organisational Chart

See Appendix 1

## Relationships

### Internal

- Archives and Collections staff
- GSA Exhibitions staff
- GSA Estates staff
- Staff at all levels
- Students at all levels

### External

- Community groups
- General public
- Suppliers of goods and services

## Terms and Conditions

Contract: Permanent

Probationary Period: It is recognised that there is an inevitable “settling in” period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions and interview and as set out in the Job description. The probation period for this role is six months

Hours of Work: 35 hours per week

Salary: Grade 3 £23,144 - £25,742 per annum

Holidays: 35 days plus 11 statutory holidays per annum

Pension: Option to join Local Government Pension Scheme

Notice Period: One month

Appendix 1

