

# National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

**Post: ICT Development Officer**

**Post No: NAM 120**

**Reports to: Head of Computer and Technical Services Department**

## **Job Role**

The post-holder will be responsible to the ICT Systems Manager for the development and maintenance of all audio-visual systems at the National Army Museum (NAM) premises at Chelsea, its outstations and in support of its outreach and travelling exhibition programme.

Additionally, the post-holder will assist the ICT Systems Manager in the day-to-day maintenance and support to the NAM ICT infrastructure.

## **Scope**

- Development and support to AV systems
- Video editing and production
- Support to NAM ICT systems

## **Job Description**

1. The post-holder will be responsible for:
  - a. The maintenance and development of audio-visual systems, installations and equipment for the Museum.
  - b. Assisting Museum project teams in the planning, development, procurement, design, installation and evaluation of audio-visual installations.
  - c. Supporting the processing and compilation of digital content for Museum projects, integrating them with existing collections management system (including the training and supervision of volunteers).
  - d. Providing support by maintaining digitisation equipment and creating workflows and procedures.
  - e. Providing first line support for day-to-day gallery and AV suite issues.
  - f. Supporting the AV needs of the NAM, providing support for Events, Commercial, Visitor Experience, Marcomms and Development operations.
  - g. Managing the Museum's AV system maintenance contracts.
  - h. Maintaining at optimum levels a high standard of usability and accessibility in all AV gallery installations and suites.

- i. Supporting the ICT Systems and Projects Manager and Head of Computer and Technical Services in other departmental business. Providing, in conjunction with the ICT Systems Manager, ICT support which includes a help desk and first line support on software, hardware and network problems and providing basic user training.

## **2. Resource Management**

- a. Responsible for the motivation, management and training of designated Museum staff, contractors and volunteers, exercising a proper duty of care over them.
- b. Specifically, responsible for the supervision of any contracts that are specific to the post.
- c. Responsible for specifying works, placing orders, checking received equipment and materials in support of the post.
- d. Responsible for carrying out their duties in compliance of all NAM policies, procedures and Business Plans.

## **3. Internal Relationships**

The nature of the post requires the post-holder to work across all areas of the NAM; they will therefore be able to communicate at all levels to provide a coherent and integrated service to all NAM stakeholders.

## **4. External Relationships**

The post may necessitate the post-holder having to work away from the NAM Chelsea and at areas that are out of NAM's control. The post-holder will therefore be required to ensure that they liaise with all necessary stakeholders and comply with their requirements. In addition, they will ensure that none of their actions bring the NAM into disrepute.

## **5. Health, Safety, Environment and Security**

- a. Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- b. Required to operate various equipment and use different materials for which training will be given. Therefore, they will be expected to undertake all training required to fulfil the role.
- c. Ensure that whenever works are specified care is given to the specification of materials and practices that follow the NAM's and any legislative requirements.
- d. Comply with all security policies to ensure that the security of all NAM equipment, materials, collections, staff and visitors are not put at risk.

## 6. Continuing Professional Development

- a. The post-holder will be expected to undertake professional training in order to develop and increase skills relating to all aspects of the Department's operations and delivery where appropriate, and in accordance with the Museum's Training Policy.

## 7. In addition, the post-holder is required to:

- a. Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- b. Ensure that the Museum's Accounting and Financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- c. To play a part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Management Team.
- d. Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
- e. Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
- f. Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAM property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's Outstation at Stevenage. Some foreign travel may be required.
- g. The post-holder will be based at the Museum in Chelsea.
- h. It is an essential requirement of employment that the post-holder has and maintains a full UK driving licence.
- i. The post-holder must co-operate fully with the management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Management Team.
- j. Contribute to the Museum's business planning process by identifying forward actions, targets and costs.
- k. Carry out his/her duties in the best interests of the Museum and the trading company, National Army Museum Trading Ltd, at all times, both of which exist as part of the same group.

- l. Chair or assist on Museum committees, teams and working parties, as delegated by the Director, Deputy Director (Operations & Resources) or Head of Computer and Technical Services and represent the Museum on external committees as required.
  - m. Make presentations to the NAM Council (Trustees), the Director, Management Team and members of staff.
  - n. Deputising for the ICT Systems Manager, as required.
  - o. If the Museum's operational needs make it necessary, the post-holder may be assigned to other Museum Departments or Divisions.
8. The appointment is permanent, and full-time (subject to a six-month probation period), working 37 hours over 5/7 days per week. Additional evening and weekend working may be required. The salary is £28,383pa inclusive. The post-holder is required to give two months' notice in resigning.
9. The appointment will be subject to a security clearance.
10. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
11. The National Army Museum is an equal opportunities employer.
12. The National Army Museum operates a no smoking policy.

Justin Maciejewski, Director  
National Army Museum

May 2019

Signature: .....

Date: .....