

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations & Resources Division

Post: Data Officer

Reports to: Head of Global Access

Job Role

The post-holder will assist in the management and development of the Museum's information systems. The successful candidate will be focused on maximising efficiency and capitalising on the full features and benefits of the Museum's systems whilst taking into account all privacy issues surrounding these systems. As part of the Museum's Global Access Team, the post-holder will work closely with stakeholder departments, offering advice to management and support to users from across the institution. In line with the Museum's overarching digital strategy they will champion the adoption and development of integrated information systems within the Museum.

Job Description

1. The post-holder is responsible for:

- (a) Day to day maintenance of and user support for the Museum's information systems including Customer Relationship System (Salesforce), accounting system (NetSuite), collections documentation management system (FileMaker) and visitor systems.
- (b) Performing basic systems customisation and modification tasks to improve functionality and usability; scripting; process improvement; development and testing of modifications. Management of user setup, profiles and roles.
- (c) The continual review of existing information systems, ensuring they are fit for purpose, fully meeting user requirements and are up-to-date in regard to programme operations, policies and procedures. Planning and performing data migration to both existing and new systems where appropriate.
- (d) Ensure compliance with all relevant legislation, standards and frameworks impacting on information systems, including information security, assurance and data protection. Participate in related working groups.
- (e) Research and development of information systems, working with staff and external agencies and suppliers, proactively identifying user requirements; attending and advising planning meetings; implementing appropriate system changes and releases with minimal disruption to users.

- (f) Provision of training and training resources. Championing and implementing necessary changes, establishing protocols, developing workflows, communicating system changes and ensuring cooperation from all stakeholders.
- (g) Assisting in the audit of digital and data assets within the Museum.
- (h) Maintenance of data integrity; promotion of data standards and terminology control in all information systems; data cleansing.
- (i) Maintenance of project and process documentation.
- (j) Creation of new reporting data dashboard capabilities and responding to reporting requests as required.
- (k) Addressing information system-related Intellectual Property and Copyright issues.

2. Resource Management

- (a) Be responsible for the motivation, training, and management of designated Museum staff, contract employees and volunteers, in regard to data management and related matters, exercising a proper duty of care over them;

3. Internal Relationships

- (a) Advising the Museum's Senior Leadership Team; drafting authoritative reports and serving on committees and working groups.
- (b) The post-holder must co-operate fully with all members of the Museum staff, in particular the Technical Standards, Commercial, Marketing and Development teams to provide guidance on how to maximise current and prospective relationships through the use of information systems.

4. Health & Safety

- (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) The position may entail standing or limited moving around for periods of time, and lifting boxes (up to approx. 6kg) and will involve working at height using library steps/ladders.

5. Data Protection

- (a) The post holder will support and implement initiatives to comply with the rights of data subjects in line with relevant data protection legislation.
- (b) The position will involve participation in the Museum's Information Asset Ownership group.

- (c) The post-holder is responsible for reviewing and updating relevant policies, in conjunction with the Deputy Director and Records Officer.

6. 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) 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. To promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team. To play a full part in the generation of income, and to avoid breaches of financial regularity and propriety, the misapplication of funds, or waste of resources.
- (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. UK and some foreign travel may be required.
- (g) The post-holder will be based at NAM Chelsea, but required to work off-site including at the Museum's facilities at Stevenage.
- (h) There is a requirement for the post-holder to fully participate in, and support the work of the wider Department and Division. This will include routine administration, as required.
- (i) Chair Museum committees, teams and working parties, as delegated by the Director.
- (j) If the Museum's operational needs make it necessary, the post-holder may be assigned to any other Museum Team or Division.
- (k) 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 Senior Leadership Team.

7. The appointment is permanent, subject to a six-month probation period, and full-time, working 37 hours per week, 5/7. Additional evening and weekend working may be required. Flexible working arrangements are available. The salary is £37,000pa inclusive. The post-holder is required to give three months' notice in resigning.
8. The appointment will be subject to a security clearance.
9. 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.
10. The National Army Museum is an equal opportunities employer.

[November 2020]

Signed:.....

Date:.....