

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Post: Information Officer (Chelsea)

Post No: NAM 228

Reports to: Head of Archives, Library and Information

Job Role

This role will be at the fore in ensuring that the Museum's information, and more specifically the procedures and systems that drive the work of the Museum, is compliant with all Data Protection and other information legislation. This is an exciting new position where the post-holder will be focused on maximising the potential of the Museum's data, enhancing the importance of the integrity and security of the data. Working closely with stakeholder departments, the post-holder will offer advice to management and support to users from across the institution. As part of the Museum's Archives, Library and Information team, the Information Officer will be comfortable in the use and manipulation of data, leading on information governance issues, liaising with the Technical Services team in the development of the Museum's data architecture, and with the archivists in the development of digital preservation procedures for current and archival information.

1. Job Description

The post-holder is responsible for:

- (a) Leading on the review and daily implementation of the Museum's Data Protection and Information policies and procedures, including associated risk registers.
- (b) As a member of the established Information Asset Owner's Group, lead on information governance to ensure compliance with all relevant legislation, standards and frameworks impacting on the Museum's record keeping, including information security, assurance and Data Protection. Participate in related working groups.
- (c) Advising staff on Data Protection best practice and legal requirements, including the processing of Subject Access Requests and the management of risk assessments and asset reviews.
- (d) Providing induction and guidance to colleagues across the Museum on information systems and procedures.
- (e) Assisting in data analysis work, working with databases to build and run reports, in line with the work of the Technical Services team.

- (f) Working with the Technical Services team to develop a strategy and workflow to bring all information systems up to full benchmarked compliance with Data Protection legislation, particularly in regard to the Museum's customer management system (CMS) currently, Salesforce.
- (g) Working with stakeholders, including the Museum's archivists, lead on the development of Digital Preservation Strategy and workflows for the Museum's collection and assist in the audit of digital and data assets within the Museum.
- (h) Identifying and undertaking data management projects (e.g. migrations, cleansing, transfers, sharing etc.) to support the Museum's strategic aims.
- (i) Working with the records management service to support retention and disposal of the Museum's current information to benchmarked standards

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 as required.
- (b) The post-holder must co-operate fully with all members of the Museum staff, in particular the Technical Services, Commercial, Communications 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 Head of Archives, Library and Information.

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 Head of Archives, Library and Information.
- (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) with a Joint Contributory Pension operated under the NEST Scheme. The post-holder is required to give a minimum of 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.

Justin Maciejewski, Director
National Army Museum

June 2022

Signed:.....

Date:.....