

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Post: Readers Services Officer (Chelsea)

Post No: 183

Reports to: Templer Study Centre (TSC) Manager

Job role

This public-facing role will provide access to the Museum's collections of books and archives, both on-line and through the Templer Study Centre (TSC). The post-holder will also work with staff from other departments to provide a range of access methods to the Museum's collections of books, archives, photos and associated information.

Job Description

1. The post-holder is responsible for:

- (a) Staffing the Templer Study Centre (TSC), including Saturday working.
- (b) Ensuring accurate and timely production of books, archives and photographs for readers.
- (c) Providing staff, readers and other TSC users with advice on use of books and archives.
- (d) Ensuring records for locations of books, archives, photographs and other resources are kept up to date.
- (e) Answering telephone, email and walk-in enquiries.
- (f) Overseeing the reclassification and retrospective book cataloguing projects.

2. Resource Management

- (a) Responsible for supporting and supervising staff, contractors, volunteers, interns and apprentices working in or using the Archive Store, and exercising a proper duty of care over them.
- (b) Supervising volunteers and interns to maintain the provision of readers services, including reading room retrievals and returns.

- (c) Knowledge transfer, coaching and mentoring of colleagues, as part of the Collections & Programme Division training and development plan.
- (d) The post-holder is responsible for the proper use of budget allocations.

3. Internal Relationships

- (a) Work with staff from other departments and divisions to provide a range of access methods to the Museum's collections of books, archives, photographs and associated information.
- (b) Work as part of inter-disciplinary teams to deliver special exhibitions, digital campaigns, website content, social media and blogs.
- (c) Developing content to support all Museum Departments, including Enterprise's fundraising activities, and contribute to the planning of programme subject and content.

4. Knowledge Management and Development

- (a) The post-holder will develop a sound working knowledge of the story of the British Army, its history, structure and associated collections.
- (b) The post-holder will further their specialist areas of expertise by undertaking scholarly research and publication around the collections.
- (c) The post-holder will further their subject-specialist knowledge as a library, archives and records or museum specialist.
- (d) The post-holder will disseminate knowledge through the delivery of internal and external lectures, gallery talks, guided tours, publishing and digital delivery, and assisting where necessary with the delivery of outreach activity and the development of exhibition and digital content.

5. Health & Safety 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.

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) 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. Effectively managing 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 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 the Museum's Outstation at Stevenage, or any other Outstations or temporary accommodation of the NAM or institutions associated with the NAM, as instructed; other UK and some foreign travel may be required. The post-holder will also be required to work off-site.
- (g) The post-holder will be based at the Museum in Chelsea.
- (h) 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.
- (h) Chair Museum committees, teams and working parties, as delegated by the Director, or Assistant Director (Collections & Programme) and represent the Museum on external committees as required.
- (i) Make presentations to the NAM Council (Trustees), the Director, Management Team and members of staff.

- (j) Deputising for the Templer Study Centre (TSC) Manager, as required.
- 7. The appointment is permanent (subject to a six-month probation period) working 37 hours per week, 5 days out of 7 (including Saturday working). Additional evening working may be required. The salary is £29,412pa (inclusive) with a Joint Contributory Pension operated under the NEST Scheme. The post-holder is required to give two months written 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

December 2018