

Kent County Council

Job Description: Assistant Service Manager - Archives and Local History

Directorate:	Growth, Environment & Transport
Unit/Section:	Libraries, Registration & Archives
Grade:	KSG
Responsible to:	Service Manager – Archives and Local History

Purpose of the Job:

Assist the Service Manager – Archives and Local History in the delivery and co-ordination of archive and local history services. Manage the accessioning, appraisal, cataloguing, digitisation and care of the collections and those teams that carry out this work

Ensure archive and local history services are accessible through high quality customer service both through the enquiry services and proactively promoting the collections.

Main duties and responsibilities:

- Manage and implement the agreed archive collecting, access, preservation and reprographic policies and all appropriate procedures and programmes. Manage relationships with donors, depositors and partners
- Ensure that advice, guidance and training for staff on all aspects of archival management, customer service, preservation, handling and storage of collections is provided.
- Assist the Service Manager – Archives and Local History in managing and monitoring relevant budgets, ensuring effective use of all resources and exploiting opportunities for income generation
- Manage and appraise staff and volunteers. Recruit, motivate and develop staff and volunteers, ensuring effective two-way communications, encourage and facilitate personal learning, development and team working.
- Maintain a good knowledge of national and international good practice in developing archives and local history services.
- Work with colleagues across Libraries, Records and Archives (LRA), Kent County Council (KCC) and beyond to identify and implement opportunities for joint working.
- Pro-actively engage in business planning by identifying opportunities for service improvement and greater efficiency.

- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engage with customers in a friendly, helpful manner, contributing to public involvement and achieving the best possible outcome for the customer.
- Contribute to income generation within the Archive and Local History team.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Assistant Service Manager - Archives and Local History*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to postgraduate level in archive administration, or conservation, or can demonstrate equivalent level of knowledge and experience.• Hold a management qualification e.g. NVQ4/Certificate or can demonstrate equivalent depth of knowledge/experience.• IT literate and competent in the use of Microsoft Office.
EXPERIENCE	<ul style="list-style-type: none">• Experience of consulting customers and applying learning to service improvement.• Experience of using management information to prioritise areas for improvement.• Experience of managing people and team leadership.• Experience of budget management, including budget forecasting and taking remedial action where necessary.• Experience of promoting equality among staff and members of partnerships, and of the delivery of customer services responsive to the diverse needs of our customers.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Able to participate in long-term planning for service improvement while being sensitive to changes in political priorities.• Able to manage a complex workload and prioritise effectively in order to meet deadlines and work effectively with only minimal supervision.• Able to proactively participate in meetings at a county and national level.• Able to work with local members, KCC managers and external partners (eg. District Councils, donors and depositors, local history groups etc.) to achieve service improvement.• An effective leader and people manager, able to manage staff performance, support staff development and motivate those working to them.• Must evidence strong team-work skills and be willing to support colleagues and contribute to collective problem solving and creative thinking.• Able to converse with at ease with the public and colleagues and able to identify the right means and language for each message, including using correct terminology where appropriate. Can produce influential reports for the Libraries, Registration and Archive.

	<ul style="list-style-type: none"> • Aware of the mechanisms to control costs and maximise income, and to identify future budget pressures and opportunities to inform budget setting. • Actively promotes an inclusive culture of equal opportunity and access for all.
KNOWLEDGE	<ul style="list-style-type: none"> • Can demonstrate awareness of national, regional and local organisations and their agendas which may impact on services or provide potential partnerships. • Understanding of local government systems and accountabilities, the Kent County Council environment and the implications for service management and development. • Awareness of national initiatives and policies relating to the development of services in archives, and local studies. • Understands and is able to implement all health & safety and data protection/confidentiality legislation and policies • e.g. risk assessment and monitoring the implementation of policies.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>