

Position Description

POSITION DETAILS	
Date of PD	August 2016
Position Title	Research and Collection Services Coordinator
Position Grade	12
Directorate Business Unit	City Engagement & Experience City Experience
Reports to	Service Manager, Cultural Heritage & Tourism
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position is responsible for leading the Research and Collections Services team which includes council archives, museum, and local studies and family history collections; and the strategic management and development of Council's research and collections services. The role is focused on significantly growing public engagement and advancing the use of research services and collections through multiple communication channels and programming. To ensure access and longevity of research services and collections, the position holds overall responsibility for their management and care.

KEY RESPONSIBILITIES

- Lead the development, care, promotion and provision of cultural heritage research and collections services, including specialised reference, research, referral, public engagement and collection development services – in the areas of local cultural heritage (historical and contemporary), genealogy, cultural collections, archives and culture of Parramatta.
- Provide high level advice and expertise regarding research services, collections and access to the Manager. Contribute to strategic planning across the Council, in regards to the creation, management and use of research services, collections, and collections information.
- Work with the Manager and key staff in the Cultural Heritage & Tourism team to develop strategic plans and ensure that the services provided by the Research and Collections team work to deliver Council's strategic priorities.
- Take project management responsibility for key research and access projects, as required; provide planning support to the Manager for cross-departmental projects.
- Oversee the management of collections. Develop and oversee team workflow processes, physical and digital preservation, conservation and storage plans, policies and strategies, by analysing current trends and developments to support collection access while minimising risks to the longevity of the collection.
- Strategically facilitate the development of engagement programs (for example public programming, exhibitions and digital initiatives) in liaison with the Manager, Cultural Heritage &

Tourism, staff, other internal teams and external contractors.

- Ensure a continual focus on the development of meaningful and accurate information in digital databases to meet access, engagement, exhibition, and publication needs. Ensure a continuing high standard for collections information through the specification of the service's data standards for collections.
- Co-responsibility for maintaining the program (such as exhibitions, tours and other activities) development manuals and guidelines and development of briefs for engaging external program experts.
- Develop and monitor quality and performance measures, undertake benchmarking and best practice analysis to ensure that services are customer-focused, cost-effective and efficient.
- Oversee contractual arrangements and workflows with contract and external service providers for physical and digital preservation, collection database development, conservation services and programming.
- Recruit, supervise, and coordinate the professional development and performance management of direct reports.
- Lead the development of policies for research and collection services and take an active and creative role in bringing forward ideas for long term policies and objectives.
- Liaise with the Manager regarding budgets for approval by the Manager and manage, monitor and report expenditure to ensure cost- effective use of resources.
- Contribute to the development of revenue activities particularly in regards to the provision of premium research services, as well as public and visitor engagement programs or value-added services, and develop appropriate fees and charges.
- Provide advice to management regarding implementation of systems and processes to support compliance with appropriate legislation, national standards, statutory instruments, codes of practice and policies relevant to collection management, archives and research services.
- Participate as a team member of Cultural Heritage & Tourism and work cross-functionally to contribute to the development of Council services with all staff of Marketing and City Identity and Council, as required.
- Providing and generate social media content, responding to posts with responses to stakeholders.
- Lead the advancement of digital and research and collection management processes to ensure that physical and virtual access to the collections for the public to find and learn more about Parramatta, is maximised.
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative provisions.
- Ensure EEO, the principles for a culturally diverse society, and council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

Qualifications

- Professional qualification(s) in a relevant field of expertise including Cultural Heritage Management, Interpretation Management, Museum and Collection Management, Archival Management or Information Management.

Experience

- Experience of leading and managing a successful team focused on public access and engagement, research and communication within the cultural heritage industry.
- Experience in developing and implementing strategic public engagement programs in the cultural heritage, cultural collection, Archives and library management fields.
- Demonstrable experience of improving performance and service to customers.
- Experience in the design, creation and maintenance of electronic databases and digital repositories.

Skills

- Considerable knowledge and demonstrable application of contemporary cultural heritage management theory and practice, collections management principles and practices, and of professional developments in the areas of library, museum and archive service provision.
- Considerable knowledge and understanding of current technological applications in the provision of information, research and collection services
- Project management experience
- Comprehensive demonstrated research skills.
- Demonstrable experience in developing a culture of continuous improvement and responsiveness to change.
- Excellent leadership and strategic development and planning skills
- Excellent communication and interpersonal skills and ability to provide high quality research and customer service including excellent oral and written English language skills.
- High level of skill in writing procedures, manuals, reports and policies.
- Experience building strong internal and external networks
- High level ability to exercise initiative, innovation and sound decision making and conflict management skills with an ability to prioritise client and staff needs while working calmly under pressure.
- Significant demonstrable experience and ability to lead and foster a positive team culture and train and mentor others to deliver proactive research and collection services
- Experience developing cross-functional work systems
- Able to coordinate budgets and enable financial efficiency and effectiveness.
- Champions a culture that values equality and diversity, and ensures these are built into the delivery of services.
- High level personal drive and energy that sets an example to others.
- Ability to fosters a dynamic, achievement orientated culture.

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date:

Manager's Signature Date: