

|  |  |
| --- | --- |
| **Job Description** | |
| **Post title** | Interpretation & Exhibitions Officer |
| **JE Reference No** | N10872 |
| **Grade** | Grade 9 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Culture, Sport and Tourism |
| **Reporting to** | Durham History Centre Programme Lead |
| **Location** | Your normal place of work will be [County Hall moving to the Durham History Centre in 2023], but you may be required to work at any Council workplace within County Durham. |
|  | |
| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
|  |  |

|  |
| --- |
| **Description of role** |

* The post holder will be responsible for the development and delivery of high quality exhibition and interpretation projects for the History Centre to be delivered both within and without the venue in line with the approved purposes of the National Lottery Heritage Fund funded Durham History Centre: A Whole New Story Project.
* The post holder will support the development and provision of learning and engagement activity related to interpretation and exhibitions in line with the History Centre’s NLHF Activity Plan.
* In collaboration with other NLHF posts, learning, collections and registration colleagues, volunteers, partners and the communities of County Durham the post holder will inspire and facilitate people to make the most of the Centre’s assets to uncover the wealth of personal stories and potential for visitors to see themselves reflected in interpretation and exhibition products, supporting widening participation and audience development.

|  |
| --- |
| **Duties and responsibilities** |

* To be responsible for the development and delivery of exhibition and interpretation projects for the History Centre to be delivered both within and without the venue and in line with the NLHF Activity Plan, agreed priorities, objectives and targets and as directed by the History Centre Programme Lead.
* To develop clear exhibition briefs to achieve stimulating and cost-effective exhibitions and to manage the delivery of content, providing an interface between subject specialists and designers.
* To coordinate multi-disciplinary exhibition projects, ensuring effective internal communication so that all team members understand their roles and responsibilities on exhibition and interpretation projects.
* To maintain the highest standards of best practice in documentation for loans in and loans out to temporary exhibitions meeting the Accreditation Standard and the SPECTRUM Standard, in line with the History Centre’s collection policies and procedures.
* To take responsibility for the negotiation and administration of all interpretation and exhibition related loan correspondence including, loan agreements, corresponding with lenders, visiting curators and collaborating venues.
* To ensure due diligence in conducting research and keeping accurate records of research, copyright and IP details for interpretation and exhibition products
* To liaise with conservators to ensure effective monitoring of environmental and display conditions, ensuring lender conditions for loans in are met, and History Centre Exhibition conditions are in line with National Standards.
* To provide creative input into display projects and display maintenance as required
* To engage with local community networks and groups to ensure the interpretation and exhibition programme delivers opportunities for co-curation and co-production; and alongside the NLHF Community Engagement Officer strengthen relationships between the Centre and the communities of County Durham.
* To support the development and provision of learning and engagement activity related to interpretation and exhibitions in line with the History Centre’s NLHF Activity Plan, agreed priorities, objectives and targets and in liaison with colleagues, volunteers, partners and the community.
* To contribute to the marketing and communication of exhibition and interpretation products to support audience development and to raise public awareness and participation.
* To manage the tendering, procurement and appointment process for commissioning of external services in line with DCC’s financial procedures; and manage project related contractors and consultants effectively.
* To coordinate installation/de-installation teams and schedules (e.g. conservators, art handlers, contractors, designers, lighting, in house and freelance)
* To manage project budgets as assigned in accordance with DCC financial procedures, ensuring exhibition and interpretation projects are delivered on time and to budget.
* To act as an ambassador for exhibition and interpretation projects to a wide range of stakeholders and partners both internally and externally.
* To evaluate interpretation and exhibition products and implement recommendations to the programme.
* Provision of appropriate reports, attendance at meetings and maintenance of accurate records of service uptake and other relevant data used to monitor and evaluate interpretation and exhibition activities using appropriate frameworks.
* Provision of subject specialist information and general advice in an interpretation context on a History Centre-wide basis.
* To identify, initiate, develop and maintain appropriate partnerships with local, regional and national bodies and to contribute towards the History Centre’s policy development in the area of exhibitions and interpretation.
* Supervision of volunteers as appropriate.
* To maintain and promote a culture of excellence in customer service.
* To promote and implement the Authority’s equal opportunities policies in all aspects of employment and service delivery.
* To assist in maintaining a healthy, safe and secure environment in accordance with Health and Safety policies, including ensuring risk assessments are carried out for all interpretation and exhibition activities.

|  |
| --- |
| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

|  |  |  |
| --- | --- | --- |
| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level or equivalent experience in a relevant subject or related field such as public engagement, archives administration, history, museum studies etc. |  |
| Experience | * Demonstrable recent experience of developing visitor-focussed interpretation plans for exhibitions, interpretation or other relevant projects * Demonstrable recent experience of initiating, developing, coordinating and delivering exhibitions in a museum, archive or gallery environment * Experience of digital interpretation approaches and a willingness to develop innovative exhibition/ interpretation products in this area * Demonstrable experience of establishing, developing and maintaining key partnerships and relationships to support work programmes. * Demonstrable experience of coordinating and supervising external consultants and contractors * Experience of copy writing and producing accessible interpetation content * Experience of initiating and developing projects * Experience of supervising volunteers and ability to plan and organise workloads of assigned volunteers. | * Experience of working on a National Lottery Heritage Fund Funded Project * Experience of initiating and developing projects through national and regional funding mechanisms * Experience of working with business and third-party providers * Experience of delivering exhibitions in non-traditional and community venues * Experience of supporting funding, bid writing and sponsorship * Experience of Microsoft Project * Experience of human centred design principles and approaches |
| Skills & Knowledge | * Working knowledge and awareness of relevant national agendas, research and initiatives in the field of interpretation and exhibitions * Working knowledge of Museum/ Archive Standards and relevant sector policy and procedure including experience of loans-in procedures * Experience and strong understanding of object/ artefact handling, conservation, packing and display standards and considerations * Understanding of copyright, intellectual property, reproduction and digital rights * Strong comprehension of IT and data systems, record keeping and version control * Ability to manage revenue and project budgets. * Ability to provide appropriate reports and analytics and maintain accurate records of service uptake. * Ability to monitor and evaluate all digital activities carried out using appropriate frameworks. * Ability to work on own initiative and collaboratively with a wide range of partners. * Ability to manage multiple priorities. * Ability to think creatively and use problem solving skills. * Excellent organisational and project management skills. * Excellent negotiation and advocacy skills including the ability to motivate and influence others to adopt a course of action. * Excellent communication skills including written and verbal presentation to wide ranging audiences and the ability to converse at ease with customers and provide advice in accurate spoken English * Excellent accuracy, attention to detail with a highly organised and methodical approach * Excellent customer service skills. | * Experience of interpretation App development * Experience of design software * Interest in human centred design principles and approaches |
| Personal Qualities | * Ability to travel to sites across County Durham. * Ability to travel to sites in the UK and abroad in order to fulfil the requirements of the post * Ability to work a flexible working pattern including working some evenings, weekends and over-night stays away from home. * Energetic, enthusiastic, confident and self-motivated * Creative flair and an eye for good design * Ability to think creatively and use problem solving skills * Ability to manage multiple priorities and operate under tight pressure timelines * Strong commitment to customer care, service delivery, best value and continuous improvement. * Committed to the principles of equality and diversity * Possess good inter-personal skills and be able to work in a multi-disciplinary environment * Able to work on own initiative with minimal supervision * Have a flexible approach to operating in a dynamic organisation |  |