



Role Profile

HEAD OF CULTURAL HERITAGE

Reference No.	A4628	Type	Unique
Service	Fife Cultural Trust		
Job Family	Team Manager 3	Grade	FC10

Purpose

Responsible for the development and promotion of Museums, Galleries, Archives & Local Studies services for Fife Cultural Trust.

Contribute to the strategic planning process for Fife Cultural Trust and lead on the strategic direction of the Museums, Archives, Local Studies and Galleries services.

Foster and employ an equitable and co-ordinated approach to service development and delivery.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Design & Delivery of Programmes

Leading, developing and delivering exciting, innovative and highly engaging Museums, Galleries, Archives & Local Studies programmes that are designed to encourage engagement and participation, and which are welcoming and accessible.

Working closely with Fife Cultural Trust colleagues, in developing monitoring and promoting services and collections, both physical and digital.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

- Significant customer-service development in Museums, Archives or Galleries
- Proven record of customer service developments
- Budget management
- Project management experience
- Events management experience
- Employee development and coaching
- Collections management
- Evidence of success in managing change

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<p>Contributing to the development of FCT's Strategic Plans - developing and responsible for delivering an annual service plan that prioritises where to make most impact in a large and varied cultural sector and which is aligned to FCTs Strategic Framework and Business Plan.</p> <p>Setting and managing budgets and maximising their effectiveness by managing active fundraising. for the services.</p> <p>Proactively building, widening and maintaining audiences through innovative programming, encouraging community use of our spaces as appropriate</p> <p>Understanding and monitoring local community and wider customer demographics, gathering and analysing feedback and data to inform and identify collecting, programming and development opportunities</p> <p>Ensuring the development, management, organisation and promotion of events, activities and outreach in support of local and national initiatives</p> <p>Monitoring, assessing, evaluating and reporting on services and collections as required.</p>	<ul style="list-style-type: none"> • Museums, Archives or Galleries management experience • Public sector experience • Successful external funding applications • Report writing 		<ul style="list-style-type: none"> ✓ ✓ ✓
<p><u>Collection Management & Development</u></p> <p>Ensuring the development and delivery of appropriate Collections Management and Access policies that meet the needs of national standards and local demands.</p> <p>Developing and conserving museum, archives, local studies and art collections whilst delivering maximum public access.</p> <p>Developing and enhancing interpretation of and access (physically and digitally) to the museum, archives, local studies and art collections managed by Fife Cultural Trust on behalf of Fife Council.</p>	<ul style="list-style-type: none"> • Degree level qualification in relevant professional discipline • ECDL or equivalent evidence of ICT skills • Evidence of recent CPD • Professional post graduate Museums, Archival or Heritage qualification • Management qualification • Associate of the Museum Association 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓

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<p>Ensuring the co-ordinated delivery and promotion of a relevant and imaginative exhibition and display programme across all suitable venues.</p> <p>Ensuring adequate storage and display conditions (including building, security, environment, insurance, etc) for all museums, archive, local studies and art collections and resources.</p>			
<p><u>People Management</u></p> <p>Leading, inspiring and motivating the Museums, Archives, Local Studies and Galleries development teams, demonstrating commitment and enthusiasm and providing clear direction and guidance.</p> <p>Working in partnership with the skills and resources of the voluntary and private sectors in Fife.</p> <p>Ensuring that support, advice, guidance and training in heritage, local studies, art and collections development and exploitation are readily available to all relevant employees.</p> <p>Leading the recruitment, induction, development and training of your team, including volunteers</p> <p>Contributing to the recruitment, induction, development and training of roles across all services as appropriate</p> <p>Managing the team to meet the business needs, arranging cover for leave and other absences within allocated budgets</p> <p>Training and inspiring teams to provide meaningful interactions with customers</p>	<ul style="list-style-type: none"> • Proven leadership qualities • Strategic planning capabilities • Excellent communication skills • Excellent organisational skills • Ability to motivate and inspire others • Self-motivated to succeed • Ability to identify and act on opportunities for development via external funding • Report writing ability • Full current driving licence • Awareness of local political and professional agendas • Ability to participate in wider based multi-service initiatives • Demonstrate successful promotional activity/programme • Project management training 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

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<p>Maintaining a culture of positive employee relationships through regular communication to keep your team informed and achieve timely resolution of issues</p> <p>Managing the attendance and performance of your team in line with all FCT policies and maintain all records appropriately to ensure legal compliance</p> <p>Ensuring employee mandatory training, qualifications and certifications are up to date</p> <p>Providing internship and other workforce development opportunities, and identify and manage volunteering opportunities</p>				
<p><u>Customer Experience</u></p> <p>Leading on the development and sustainability of high quality service delivery in a context of evolving customer needs and expectations.</p> <p>Ensuring the customer experience is at the forefront of all programming and that your team deliver the highest quality customer experience in line with FCT standards</p> <p>Leading your team in excellent customer service provision and champion cross service provision</p> <p>Proactively contributing to the formulation and direction of commercial opportunities within your service, optimising income through service charges and ensuring that retail and commercial opportunities are promoted and that financial targets and performance targets are met</p> <p>Meeting the service needs of both residents and visitors.</p>				

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<p><u>Health & Safety</u></p> <p>Ensuring activities operate in strict accordance with all health and safety, security, and accessibility policies</p> <p>Responsible for risk assessment and incident management of activities to ensure the safety of employees and customers</p> <p>Carrying out and regularly review risk assessment and incident forms ensuring accurate records are maintained and identifying and implementing any actions required</p> <p>Maintaining an up-to-date knowledge of health and safety legislation ensuring FCT meets its statutory obligations</p>			
<p><u>Other</u></p> <p><u>Providing professional advice to community heritage organisations in Fife, including supporting museums to develop Accreditation applications and returns.</u></p> <p>Contributing to national and regional professional networks to share good practice and develop partnership working</p> <p>Providing industry specific advice to FCT as required</p> <p>Maintaining excellent knowledge of all FCT activities and campaigns</p> <p>Participating in meetings and working groups as required</p> <p>Recommending and leading on the procurement, implementation and ongoing development of appropriate IT systems that will provide fully-documented and web-accessible collections.</p>			

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Undertaking all other duties as required for the role. Duties will be in line with the grade.

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results