



JOB DESCRIPTION

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| Job Title: | Head of Cultural Services |
| Division | Library, Learning Support, and Culture |
| Grade: | RHUL 8 |
| Hours: | Full time (35 hours per week) |
| Reporting to: | Director of Library, Learning Support, and Culture |
| Responsible for: | Archivist and Special Collections Curator Arts Collection Officer |

Department Background

The Library, Learning Support, and Culture Division is responsible for providing a range of services to support Royal Holloway's learners, academic staff, researchers and the wider community. These services include access to digital and physical content, including heritage collections, together with the provision of advice and support, and services which enhance the campus experience. The Cultural Services team curates the University's nationally important art, archives and special collections, and delivers the campus exhibitions programme. Library functions within the division include Academic Liaison, Administration, Acquisitions and Content Delivery, Customer Services, Research Support, and Systems.

Job Purpose

This role is responsible for leading and managing the division's Cultural Services, translating the University's strategy under the guidance of the Director of Library, Learning Support & Culture, and the Arts and Culture Management Committee. The postholder will directly curate the University's nationally significant art collection in line with Spectrum standards and the expectations of Arts Council Accreditation (pending), and will also be responsible for delivering the College's temporary exhibitions programme, supported operationally in both these aspects by an Arts Collection Officer. The role also involves oversight of the Archives and Special Collections service managed by the Archivist and Special Collections Curator.

A key strategic priority of the role is leading and directly delivering programmes of work which embed the university's collections and exhibition facilities within the life of the institution. These include embedded object-based teaching, particularly within credit-bearing modules, and enhancing the broader student educational experience by maximising skills development and employability opportunities. Engagement with new and diverse audiences will be key to this. The postholder is also required to represent the University externally, in particular to develop and foster key regional partnerships of mutual benefit.

The post holder will work with the Director of Library, Learning Support and Culture, and colleagues across the division, to contribute to the overall management and strategic direction of the service, including the development of relevant policies and budget planning. They will be a member of the division's Management Team.

Under the Culture Team's funding allocation, the balance of the role is **55%** allocated to College Art Collections, with the remaining **45%** on other duties outlined in this job description.

Key responsibilities and outcomes:

Cultural

Services

1. Line-managing the Cultural Services team including the Art Collections Officer, and Archivist and Special Collections Curator. This includes setting, monitoring and reviewing performance targets to ensure a high performing, motivated team.
2. Working with key stakeholders, develop and deliver plans for the care of University art collections, including taking operational responsibility for the management of outbound loans.
3. Working with key stakeholders, develop and deliver plans for effective audience engagement with the art collections, including directly working with under-represented voices within the College community. This aspect of the role will also require directly preparing and delivering high quality presentations, lectures and talks about the Art Collections, both embedded within credit-bearing modules and public-facing.
4. Working with key stakeholders - especially the Arts and Culture Management Committee - develop and deliver plans for the University's temporary exhibitions programme, taking operational responsibility for the management of all inbound loans and ensuring object interpretation is appropriately aligned to the institution's values.
5. Working with key academic and professional services stakeholders, support the Archivist and Special Collections Curator with developing and delivering plans for the care of Archives and Special Collections.
6. Supporting the Archivist and Special Collections Curator with developing strategically aligned plans for academic engagement with Archives and Special Collections (education, research, and external audiences).
7. Taking a team-wide responsibility for service evaluation and development as part of a cycle of constant improvement.
8. Having oversight of Cultural Services marketing and communication activity, including social media, in line with wider University policies.

Planning and Development

9. As a member of the Library's Management Team, playing a role in contributing to library planning and strategy, including annual budget planning, and contributing to the development of relevant Policies.
10. In close liaison with the Library Systems Manager, ensuring development and best use

of the museum and archives system (currently Ke Emu).

11. Undertaking continuous improvement to key processes, including security and care arrangements, to ensure they are delivered as effectively and efficiently as possible, and that team members are appropriately trained.
12. Ensuring allocated budgets are effectively managed and deployed, in line with College policies.
13. Identifying and supporting fundraising initiatives and donor liaison, ensuring appropriate enhancements to the Art and Archives collections in line with agreed Policies.
14. Identifying and providing management information and service evaluation as requested (reports, analysis and interpretation) on departmental activities.
15. When necessary, preparing business cases to support significant change or additional investment.

Other duties:

General

16. Leading on divisional planning around business continuity and disaster management planning in relation to Art, Archives and Special Collections.
17. Supporting planning and implementation of Health and Safety.
18. Ensuring the Culture Service complies with relevant legislation around copyright, data protection, freedom of information, and equalities, liaising with colleagues with College-wide responsibilities, as appropriate.
19. Participating in wider divisional, University and external project work and activities, as required, to meet the University's strategic aims and goals.
20. Representing the University at an international, national and regional level.
21. Maintaining and enhancing professional knowledge through attendance at sector events, keeping up-to-date with the professional literature, publications and other relevant professional activity to identify best practice elsewhere.

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate to the grade and as reasonably requested by their manager. This may include occasional evening and weekend commitments, for which time off in lieu will be offered.

The post will require an ability to lift objects and use ladders to retrieve materials from shelves.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships:

The post holder will be required to work closely with all colleagues within Library Services, Learning Support and Culture. In particular, to collaborate with the following key stakeholders:

- Assistant Director (Library) and systems manager over the implications for the division's systems road map and strategy.
- Head of Acquisitions and Content Delivery around the implications for metadata, and discovery.
- Head of Academic Liaison to ensure that engagement activities support the teaching, learning and research needs of the University.
- Head of Customer Services around implications for front line service delivery, customer satisfaction and enquiry management.
- Library Administration Manager for finance, recruitment and health and safety matters.
- Head of Research Support around implications for copyright and digital assets policies.

Outwith the division, the postholder will also be required to liaise with the following key stakeholders on a regular basis:

Internal:

- Senior Academic Officers, including the Senior Vice-Principal (Education)
- Academic Schools – academic and administrative staff, and students directly
- Student and Academic Services teams
- The Students' Union – executive, sabbaticals and societies
- Estates
- Marketing and Communications
- Finance
- Human Resources
- IT Services

External:

- Art handlers, framers and conservators
- Museum, gallery and library networks (eg Universities Museums Group, Museums Association, Arts Council England, RLUK).

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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| | ESSENTIAL | DESIRABLE | TESTED BY |
|---|-----------|-----------|----------------------------|
| Knowledge, Education, Qualifications and Training | | | |
| A first degree in an art-related discipline, or equivalent. | X | | Application form |
| A higher degree (MA, PhD or equivalent) in Art History. | | X | Application form |
| A specialist knowledge of nineteenth-century British art, history and visual culture | | X | Application form |
| A postgraduate degree or diploma in Museum Studies and/or significant equivalent experience in a gallery context. | X | | Application form |
| A knowledge of the current Galleries, Libraries and Museums (GLAM) landscape in higher education. | | X | Application form/Interview |
| Membership of an appropriate professional body (eg Museums Association Associateship) | | X | Application form |
| Skills and/or Abilities | | | |
| The ability to build and maintain highly effective internal and external partnerships key to this role in order to achieve joint goals | X | | Application form/Interview |
| Excellent organisation, planning and problem-solving skills to ensure activities are completed within required budgets and timescales. | X | | Application form/Interview |
| Excellent verbal and written communication skills, with an ability to tailor information for different audiences, and to inform and gain support for new initiatives. | X | | Application form/Interview |
| Excellent information technology skills | X | | Application form/Interview |
| Experience | | | |
| Experience of working to Museum Accreditation Spectrum 5.0 standards for collections care – object handling, loan procedures, and collection documentation. | X | | Application form/Interview |
| Experience of developing exhibitions in a museum or gallery context. | X | | Application form/Interview |
| Experience of object-based teaching to diverse audiences | X | | Application form/Interview |
| Experience of audience outreach and | X | | Application |

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| development | | | form/Interview |
| Experience of working with and overseeing a multi-format collection, and presenting this to a variety of audiences (eg art works, museum objects, archives, rare books) | | X | Application form/Interview |
| Experience of service development and evaluation | X | | Application form/Interview |
| Experience of line management or staff supervision. The ability to develop staff and lead by example, establishing high goals and standards, setting clear objectives and motivating and managing performance | X | | Application form/Interview |
| Experience of planning and managing a budget. | | X | Application form/Interview |
| Experience of preparing bids for external funding | | X | |
| Experience of project management involving cross-functional teams | X | | Application form/Interview |