

Job Profile



Job Title:	Head of Cultural Heritage and Wellbeing
Reports to:	Director of Creative Development
Job Family & Level:	FC10
Responsible For:	Community Wellbeing Manager Archives & Local Studies Manager Collections Manager Interpretation & Community Engagement Manager
Job Purpose:	<p>Responsible for the development and promotion of Museums, Galleries, Archives, Local Studies & Community Wellbeing services for OnFife</p> <p>Contribute to the strategic planning process for OnFife and lead on the strategic direction of the Museums, Galleries, Archives, Local Studies and Community Wellbeing services, inclusive of Adult Library Service.</p> <p>Foster and employ an equitable and co-ordinated approach to service development and delivery.</p>
Key Tasks & Responsibilities:	<p>Design and delivery of Programmes</p> <ul style="list-style-type: none"> • Leading, developing and delivering exciting, innovative and highly engaging Museums, Galleries, Archives, Local Studies and Community Wellbeing programmes that are designed to encourage engagement and participation, and which are welcoming and accessible. • Working closely with OnFife colleagues, in developing, monitoring and promoting services and collections, both physical and digital. • Contributing to the development of OnFife’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 OnFife’s Strategic Framework and Business Plan. • Setting and managing budgets and maximising their effectiveness by managing active fundraising for the services. • Proactively building, widening and maintaining audiences through innovative programming, encouraging community use of our spaces as appropriate • Understanding and monitoring local community and wider customer demographics, gathering and analysing feedback

and data to inform and identify collecting, programming and development opportunities

- Ensuring the development, management, organisation and promotion of events, activities and outreach in support of local and national initiatives
- Monitoring, assessing, evaluating and reporting on services and collections as required.

Collection Development & Community Engagement

- Ensuring the development and delivery of appropriate Collections Management and Access policies that meet the needs of national standards and local demands.
- Ensuring the development of OnFife's Cultural Heritage Strategy as it evolves and responds to the changing external context and needs of our Communities
- Developing and conserving museum, archives, local studies and art collections whilst delivering maximum public access.
- Developing and enhancing interpretation of access (physically and digitally) to and engagement with the museum, archives, local studies and art collections managed by OnFife on behalf of Fife Council.
- Ensuring the co-ordinated delivery and promotion of a relevant and imaginative exhibition and display programme
- Ensuring adequate storage and display conditions (including building, security, environment, insurance, etc) for all museums, archive, local studies and art collections and resources.

Community Wellbeing & Volunteering

- Ensuring the co-ordinated delivery and promotion of a programme which supports local and national wellbeing and health-literacy initiatives in libraries, museums and theatres and in communities
- Ensuring the development and implementation of Fife's Library Strategy as it evolves and responds to the changing external context and needs of our Communities.
- Ensuring the development and implementation of appropriate library policies and procedures, working closely with the Community Wellbeing Manager, Operations Teams and Corporate Services Teams
- Ensuring that commitment to Equality and Diversity is key within Cultural Heritage & Wellbeing programming and services and aligns with OnFife's wider strategic vision.

- Ensuring the promotion of volunteering across OnFife and that volunteering opportunities are developed and made available within the Cultural Heritage & Wellbeing Team

People Management

- Leading, inspiring and motivating the Cultural Heritage & Wellbeing team, and Tactical teams, demonstrating commitment and enthusiasm and providing clear direction and guidance.
- Working in partnership with the skills and resources of the voluntary and private sectors in Fife.
- Ensuring that support, advice, guidance and training in Cultural Heritage and Community Wellbeing are readily available to all relevant employees.
- Leading the recruitment, induction, development and training of your team, including volunteers
- Contributing to the recruitment, induction, development and training of roles across all services as appropriate
- Managing the team to meet the business needs, arranging cover for leave and other absences within allocated budgets
- Training and inspiring teams to provide meaningful interactions with customers
- Maintaining a culture of positive employee relationships through regular communication to keep your team informed and achieve timely resolution of issues
- Managing the attendance and performance of your team in line with all OnFife policies and maintain all records appropriately to ensure legal compliance
- Ensuring employee mandatory training, qualifications and certifications are up to date
- Providing internship and other workforce development opportunities, and identify and manage volunteering opportunities

Customer Experience

- Leading on the development and sustainability of high quality service delivery in a context of evolving customer needs and expectations.
- Ensuring the customer experience is at the forefront of all programming and that your team deliver the highest quality customer experience in line with OnFife standards
- Leading your team in excellent customer service provision and champion cross service provision

- 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
- Meeting the service needs of both residents and visitors.

Health and Safety

- Ensuring activities operate in strict accordance with all health and safety, security, and accessibility policies
- Responsible for risk assessment and incident management of activities to ensure the safety of employees and customers
- Carrying out and regularly review risk assessment and incident forms ensuring accurate records are maintained and identifying and implementing any actions required
- Maintaining an up-to-date knowledge of health and safety legislation ensuring OnFife meets its statutory obligations

Other

- Providing professional advice to community heritage organisations in Fife, including supporting museums to develop Accreditation applications and returns.
- Contributing to national and regional professional networks to share good practice and develop partnership working
- Providing industry specific advice to OnFife as required
- Maintaining excellent knowledge of all OnFife activities and campaigns
- Participating in meetings and working groups as required
- Recommending and leading on the procurement, implementation and ongoing development of appropriate IT systems that will provide fully-documented and web-accessible collections.

Working Conditions	<p>This post will be based at Iona House, HQ in Kirkcaldy.</p> <p>Flexible working</p> <p>You are required to work at any OnFife place of work within Fife as reasonably required by OnFife.</p> <p>Flexibility is required and access to transport is necessary, as there will be travel throughout the region</p> <p>Weekend and evening work form a necessary part of the working Weekend week, for which time off in lieu is negotiable.</p>
Other Duties:	<p>The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore; justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile.</p>

Person Specification – Press & Communications Manager

Attributes	Essential	Desirable	Assessment
Experience	<p>Museums, Archives, Galleries management experience</p> <p>Significant service development experience in Museums, Galleries, Archives</p> <p>Leadership experience</p> <p>Experience, or knowledge, of current digital developments in cultural heritage or libraries sector</p>	<p>Libraries management experience</p> <p>Significant service development experience in Libraries</p> <p>Public sector experience</p>	Interview/ application/ references
Education, Qualifications & Training	<p>Degree level qualification in relevant professional discipline</p> <p>Evidence of recent CPD</p>	<p>Associate of the Museum Association Management qualification</p> <p>Professional post-graduate Museums, Archival, Heritage or Libraries qualification</p>	Application
Skills Abilities and Knowledge	<p>Budget management</p> <p>Project management</p> <p>Events management</p> <p>Employee development and coaching</p> <p>Collections management</p> <p>Evidence of success in managing change</p> <p>Proven leadership qualities</p> <p>Strategic planning capabilities</p> <p>Self-motivated to succeed</p> <p>Ability to identify and act on opportunities for development via external funding</p>		Interview/ application

Competencies	<p>Report writing</p> <p>Successful external funding applications</p> <p>Excellent communication skills</p> <p>Excellent organisational skills</p> <p>Ability to motivate and inspire others</p>		Application, Interview and references
Other		<p>Full current driving licence</p> <p>Awareness of local political and professional agendas</p> <p>Ability to participate in wider based multi-service initiatives</p> <p>Demonstrate successful promotional activity/programme</p>	Application/interview
Health & Physical Attributes	<p>Able to work without direct supervision and/or be able to undertake lone working</p> <p>Ability to work flexibly as appropriate</p>		Application, interview