

Senior Manager, Archives & Special Collections

University Library and Collections

January 2022





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Thank you for your interest in this key role here at Durham University.

We are excited to be able to recruit to this key post within the Collections team, providing strategic and operational leadership for the collections and for a team of archivists, rare books librarians and para-professional staff.

This is an exciting time to take on a senior management role within collections – as we build on the sense of innovation and agility which was evident in our response to the Covid pandemic. 2022 will see the implementation of our digitisation strategy and of a new Library Management System, as well as a programme of research and development for the University’s institutional archive. We are also keen to develop further our capability and capacity for digital preservation and heritage science, as well as our support for digital scholarship.

You will have the opportunity to work with amazing collections, based at the heart of Durham’s World Heritage Site. You will also work with colleagues across UL&C our academic community and external partners, to support and collaborate in excellent teaching research and engagement and to help widen access to our collections to a global audience.

The University is a great place to work, where education, research and the wider student experience are truly a joint enterprise for all who work here. We encourage active involvement in national networks, and support staff wishing to embark on professional or managerial programmes or fellowships.

We are looking for an insightful, innovative and collaborative colleague to join our team. I hope this candidate pack will encourage you to apply to join us as Senior Manager for Archives & Special Collections.

If you would like to ask any questions do not hesitate to contact me. We are also happy to arrange an informal visit or discussion about the role and the experience of living and working in County Durham.

Liz Waller
Director of ULC

University Library and Collections

In January 1833 Bishop William Van Mildert donated 160 volumes to found the University Library, Located on Palace Green.

Today, University Library and Collections (ULC) offers spaces, collections, expertise and services supporting education, research, the wider student experience and cultural and educational outreach.

Collections and services operate across a wide estate of libraries, museums, galleries and exhibition spaces, including the UNESCO World Heritage Site on Palace Green.

Our nationally and internationally recognised collections span early books and manuscripts, museum objects and art, print and electronic materials and include a repository or digitised materials, research outputs and research data. Our collections include four designated collections.

We are an ambitious and developing team with a focus on providing the best experience for our students, researchers and the wider community. We are valued partners, working with students, professional services and academics across the University, and professionals and organisations regionally, nationally and internationally.

University Library and Collections comprises six sections:

- Collections
- Customer Services
- Education, Learning and Engagement
- Research and Systems
- Museums, Galleries and Exhibitions
- Finance and Administration

Staff work flexibly between sections, enabled by cross-cutting groups:

- Education
- Research
- Collections and Engagement
- Programme and Project Steering Group



Senior Manager: Archives and Special Collections

The role

The Archives and Special Collections at Palace Green Library comprise exceptionally rich and varied material, dating from early medieval to modern, and including manuscripts, archives, rare and open access books, maps, prints, photographs, born-digital and digitised material, and some objects. It also houses the University's institutional archive.

The postholder has responsibility for all aspects of the management of these collections and access to them including:

- Defining and maintaining policies, procedures and standards for both physical and digital collections.
- Ensuring legislative and regulatory compliance.
- Storage and space management.
- Collection development.
- Acquisition, accessioning, cataloguing and appraisal;
- Ensuring the maintenance of appropriate collections care, alongside the Senior Manager for Collections Care and Conservation.
- Provision of searchroom services, both on-site and virtual.
- Promotion of collections to stakeholders, users and potential users.
- Selection of material for digitisation projects and support for digital scholarship more widely.

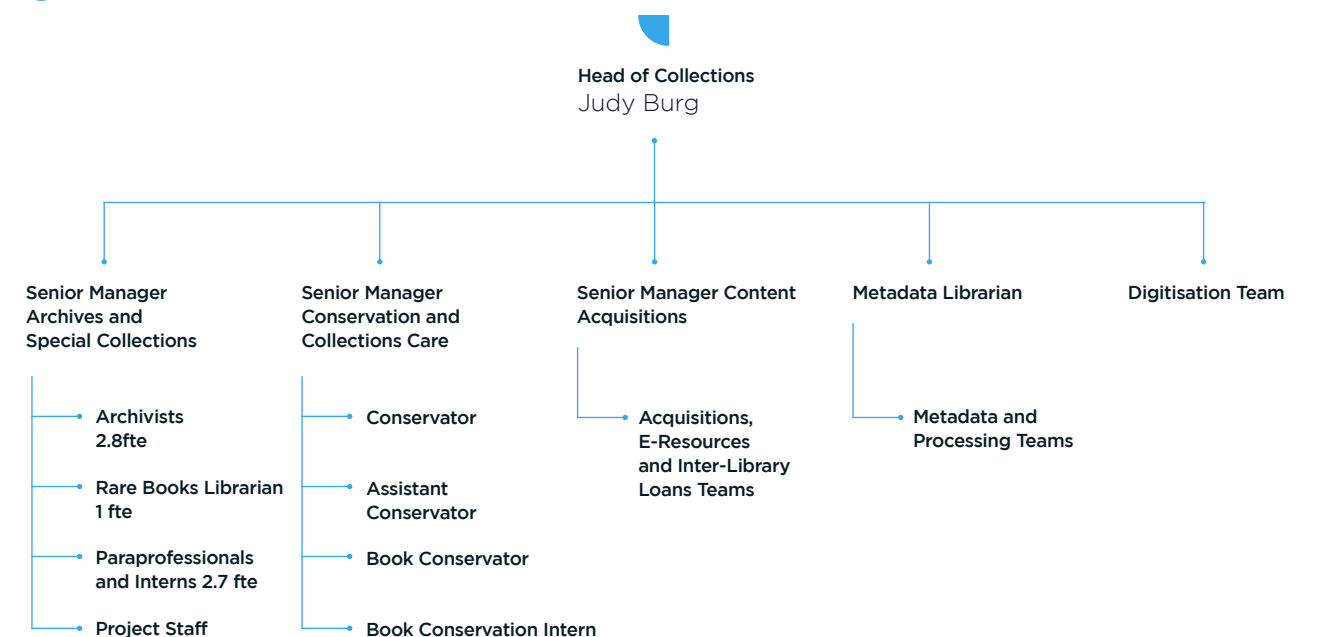
They also take a leading or collaborative role in initiatives to promote, foster and enable their use for research, education, engagement, particularly in response to new opportunities and requirements of digital scholarship and engagement.

The postholder manages a team of professional and support staff, managing service-delivery and project work, and supporting the maintenance and development of professional skills and knowledge.

The role involves building and maintaining relationships with a wide range of stakeholders, including creators, donors and depositors of collections; researchers and research projects within Durham University and externally; regional and national networks, professional bodies and funders.

The University also works in partnership with Durham Cathedral to manage and provide access to their archives, and with Ushaw College to manage and provide access to library and archive collections there. The postholder is responsible for the provision of services relating to the management of these collections and access to them, within the management and governance arrangements and partnership context with these two institutions.

Organisation chart





Role responsibilities

- Deliver a specialist service for users and stakeholders of archives and special collections using creativity and innovation for communication and promotion purposes, to engage and influence internal and external stakeholders.
- Manage specific quality and regulatory processes systems and procedures relating to collections, owners, stakeholders, users, copyright holders; and information about them.
- Build and sustain an influential network of contacts both internally and externally to influence and promote collections to enhance the reputation of the university and city
- Develop external relations, identify and develop opportunities for communities of practice, or other collaborative projects or programmes; engage with employers, alumni and donors via extra-curricular activities and increased levels of participation.
- Contribute to the definition, development and implementation of professional and service standards, donation/deposit agreements and partnership or service level agreements.
- Provide professional guidance and advice to stakeholders and service users
- Represent the service and University at promotional and other events and contribute to the delivery of presentations at conferences.

Specific role requirements

- The role is based at Palace Green Library but working at other sites will also be required.
- There may be a requirement for the post holder to work evenings, weekends and bank holidays, as business demands.
- There will be a requirement for the post-holder to participate in local on-call arrangements as business demands.
- The postholder acts as Duty Manager at Palace Green Library when required

Core responsibilities (University grade 8)

- Provide expert professional subject and/or managerial and leadership expertise.
- Manage and develop service, infrastructure and people performance across one or more teams.
- Provide feedback on team and individual performance and identify development needs, conducting regular staff ADR and performance reviews.
- Recruit, induct, train and develop new team members.
- Help to shape the skills and expertise of future team members and design work structures to meet operational and strategic goals.
- Devolve responsibilities to team members to ensure continuity of service provision and encourage skills development.
- Handle the vast majority of HR issues within a team, referring more complex HR issues to appropriate support services/senior management.
- Liaise and engage with key stakeholders and internal and external contractors to influence opinion, delivery and reputation of services.
- Contribute to the scoping and resource planning across a range of activities at operational and strategic level.
- Lead on the design, implementation and monitoring of policy and quality standards, procedures and systems to ensure effective working and continuous improvement.
- Promote and develop a deep understanding of organisational policy and external developments.
- Ensure all activities, processes and transactions are accounted for accurately and promptly to meet regulatory and professional service and policy standards.
- Ensure all stakeholder-facing staff provide an accessible, friendly and professional service by shaping processes for inducting and developing staff.
- Implement processes to manage the integrity and security of all commercially and professionally sensitive and personal data.
- Lead internal business meetings, working groups and sub-committees at operational service level to influence governance, organisational policy and standards for the service.
- Allocate and monitor financial budgets and resources.
- Analyse stakeholder feedback, implementing and reviewing service provision.



Person specification – skills, knowledge, qualifications and experience required

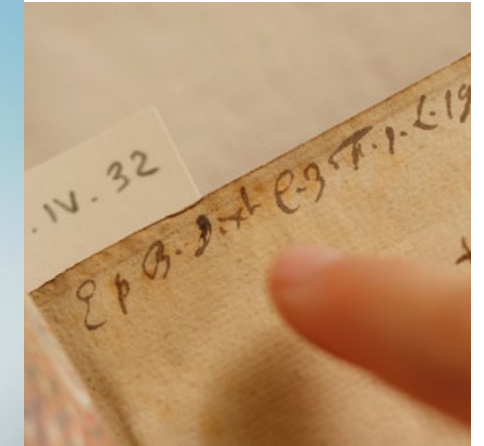
Essential criteria

- Excellent oral and written communication skills and the ability to develop effective working relationships, both internally and externally.
- Proven IT skills, including use of Microsoft Office and knowledge of key aspects and requirements of digital preservation.
- Educated to degree level (or equivalent experience).
- Post-graduate professional qualification in archives management or equivalent.
- Professional archives practitioner with specialist knowledge and expertise used to influence events and activities within the organisation.
- Track record of effective management and development and/or an enhanced management qualification applied across a large service team or teams.

- Experience of providing specialist advice and guidance in archives practice to a range of customers and colleagues, including more senior colleagues.
- Ability to contribute to planning at operational and strategic levels.
- Continuing professional development required to maintain professional recognition.
- Knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
- Experience of being able to network effectively and develop strong and productive working relationships, to influence perceptions of the University.

Desirable criteria

- Experience in procuring, implementing or using tools and systems for processing and preserving digital archives.



About Durham University



Inspiring the extraordinary

We are a high-performing Russell Group university, and believe that inspiring our staff and students to do outstanding things at Durham enables them to do outstanding things in the world.

We conduct boundary breaking research which improves lives across the world. We challenge our students and value a wider student experience that fosters participation and leadership at Durham and beyond. Our global alumni network – showing leadership in all forms of industry and human endeavour – is deeply committed to the University's advancement.

As we continue to grow, we attract students and staff from a diversity of geographies and backgrounds to our historic part of the world. We contribute to the success of the proud city, county and community that is Durham itself.

Our core values

We are:



Inspiring

By stimulating an instinct to challenge, encouraging innovative thinking and taking our responsibilities seriously, we foster a culture that inspires the extraordinary.



Challenging

Always curious, we challenge ourselves and each other to answer the big questions and create a positive impact in the world.



Innovative

From creative teaching practices and cutting-edge research to new ways of working, innovation is at the heart of what we do.



Responsible

We take our duties as a centre of learning, neighbour and employer seriously, embracing all of our different communities and celebrating the differences that make us stronger together.



Enabling

We create the opportunities, support and freedom for everyone at Durham to become the best they can be now, and in the future.

Key numbers

82nd

in the QS World University Rankings 2022

17

Athena Swan awards

87%

of graduates find work or further study within six months of graduating

6th in The Complete University Guide 2022

6th in the Times and Sunday Times Good University Guide 2022

5th in The Guardian 2022

Over

20,000

students

Over **185,000** alumni

Top University for team sports **7 years running**

TEF UK
Gold award

£79m

in research funding

Nearly

£400m

income

33%

non-UK students

Over

4,300

staff members

Recipient of the **Queen's Award** for Voluntary Service





A globally outstanding centre of teaching and research excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other.



Excellence in research

The goal of the University's Research and Engagement Strategy is to create and sustain world-leading and world-changing research and engagement across all our academic units.

The large majority of our academic staff are on research and teaching contracts with the expectation that they produce internationally leading research in their field. Developing the impact of research to benefit people, the economy and the environment – regionally, nationally and globally – is encouraged and rewarded through our promotions process.

Durham University is consistently ranked as a top 10 university in national league tables, with Chemistry, Archaeology, Law, Education, English, Classics and Theology ranked in the top five in REF2014, and in the top 100 in the global QS University rankings, with Arts and Humanities research in the top 50.

Our ten Research Institutes bring together staff to work collaboratively, across departments and with external partners, to develop new ways of thinking that contribute positively to societal challenges, such as preparing for natural hazards, developing cleaner energy, enhancing physical and mental well-being, and using artificial intelligence to interpret large datasets. Two Institutes based in Physics provide a national centre for research in Particle Physics Phenomenology (the IPPP) and a globally leading centre for Computational Cosmology (ICC).

We are proud of our research activities that contribute to delivering the United Nations' Sustainable Development Goals (SDGs). As examples, our researchers are studying the impact of climate change on animals and plants to help society manage ecosystems, the treatment of neglected tropical diseases through development of new drugs, and the eradication of unacceptable forms of labour through protection of workers' rights.

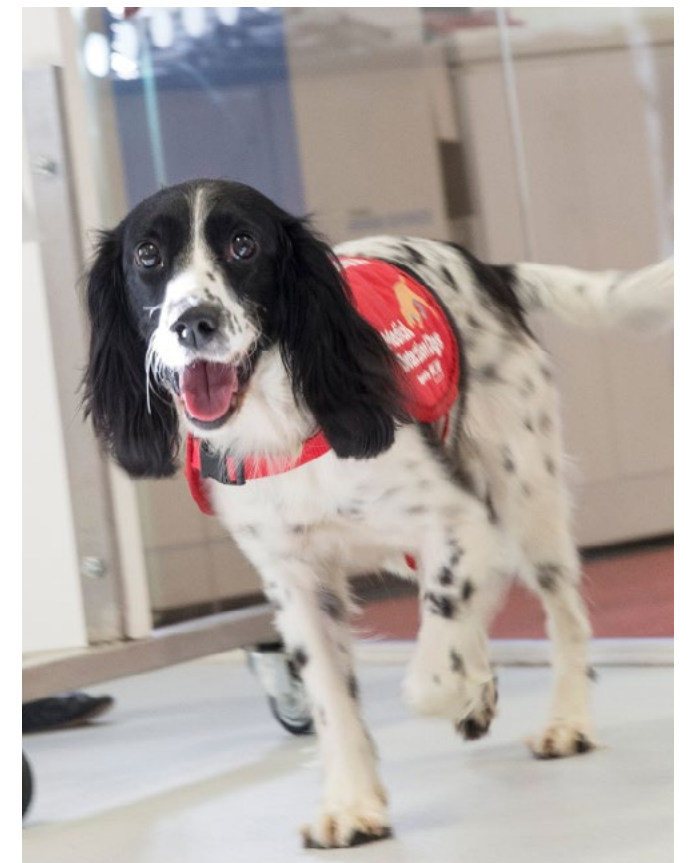
Examples of our research

Medical detection dogs and Covid-19

Previous collaborative research between Durham University, the London School of Hygiene & Tropical Medicine and the charity Medical Detection Dogs proved that bio-detection dogs could be trained to sniff out the scent of patients infected with malaria.

The same team are currently working on a research trial to discover if dogs could also be used in the fight against another urgent global health issue, Covid-19. The UK Government have awarded over £500,000 in funding to investigate whether bio-detection dogs could be used as a rapid, non-invasive method for detecting the virus, even in asymptomatic people. Successful completion of the trial could lead to the use of dogs at entry points across the UK to help identify the virus in those arriving into the country.

More information can be found at durham.ac.uk/research/news





Sleep lab

Our Infancy & Sleep Centre was awarded the Queen's Anniversary Prize for Higher Education in 2017 in recognition of the influence of research conducted on parent-infant sleep and the importance of the public information service it provides.

The Centre has been at the forefront of infant sleep research for over 20 years. It has substantially increased parents' understanding of babies' sleep, how best to care for babies during the night, and how best to keep them safe when asleep.

Research undertaken at the centre has helped to reduce rates of Sudden Infant Death Syndrome through evidence-based advice for health professionals and parents and has informed new international guidance (2020) on bed sharing published by the Academy of Breastfeeding medicine.

More information can be found at durham.ac.uk/disc

Cosmology and astronomy

Our Space Science research is truly world-leading – ranked first in the UK, third in Europe and joint fifth globally for highly cited Space Science researchers according to Web of Science's Highly Cited Researchers 2019. Researchers in the Institute for Computational Cosmology (ICC) – which hosts the national supercomputer DiRAC – create cosmological simulations of the universe to investigate galaxy formation and the properties of dark matter and dark energy.

Another example of our ground-breaking research includes astronomers confirming the longest-lived heartbeat of a black hole 600 million light-years from Earth. The signal had been blocked by our Sun but was seen again by our experts, working with the Chinese Academy of Sciences, more than ten years after first being discovered. Their finding could tell us more about the size and structure of matter in the space around a black hole from which nothing, including light, can escape.

More information can be found at durham.ac.uk/research/themes



Excellence in education

We believe in education that is student-centred, challenges boundaries, is research-led and transformative, and takes advantage of the latest digital technologies.

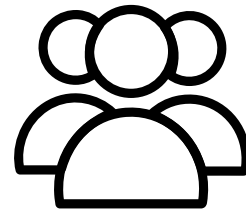
We welcome students from all backgrounds and offer a broad range of courses in the UK.

Through our courses, we explore the big questions at the heart of the discipline and keep students up to date with the latest developments. We continue to innovate within existing programmes and develop new and different options.

We hold a TEF Gold Award, a UK assessment of teaching quality, with reviewers commenting on our consistently outstanding teaching, learning and outcomes for our students. Our students and teachers benefit from state-of-the-art facilities such as our Teaching and Learning Centre (opened in 2019), which boasts a wide range of learning environments and technologies including an education laboratory where we develop new teaching and training methods.



Our commitment to equality, diversity and inclusion



We are proud to be an inclusive environment which attracts staff and students from all over the world and from a diverse range of backgrounds. However, we recognise that we have further work to do to succeed in our commitment to create a culture in which everyone in our community is able to achieve their full potential.

We want our workforce to reflect the diversity of our staff and students from the regional, national, and international communities that we serve.

Supporting people

Equality is central to all aspects of employment practice including recruitment, learning, development and promotion. We provide flexible and inclusive working environments that are designed to support both people and business needs.

Our aim is to make full use of people's talents and skills by creating an open and inclusive workplace culture where people from all backgrounds can work together and engage in wider activities. To maximise the benefit of our diverse community, we have a variety of staff networks, which provide peer support, social activities and a space for dialogue.

Commitment

The University holds a bronze Athena SWAN award in recognition of our good employment practices for the advancement of gender equality and we are currently working to achieve the silver award. To help ensure that our people policies and working practices are bias free and fit well with our strategic aims, we are also Disability Confident employers, Stonewall Diversity Champions and Investors in People accredited. In 2019, Durham joined the Race Equality Charter (REC), which aims to improve the representation, progression and success of minority ethnic staff and students within the University. We are in the process of developing an ambitious action plan to progress race equality in our institution and to facilitate the attainment of a REC bronze award in 2021.

The respect commission report

We recently published the final report of the Durham Commission on Respect, Values and Behaviour, which we set up in October 2018 to understand people's experiences of working and studying at the University and what can be done to create positive change.

The Commission, led by an independent chair, has made 20 recommendations which have been designed to be actionable and impactful, delivering a blend of operational, strategic, and cultural changes which will seek to ensure that respect is at the heart of the University's values and community.



Alumni relations and philanthropy

Durham University is proud to have one of the most committed and vibrant global alumni communities of any UK institution.

Over 185,000 alumni reside in over 175 countries around the world, with major alumni cohorts and chapters currently across the UK, Europe, Asia-Pacific, and North America. Many are leaders in their industries, from sports and creative arts, through global markets and politics, to academia, healthcare, military service and civic leadership.

We have over 3,000 alumni engaged in some level of volunteering and/or support for the University around the world. This includes supporting our international student recruitment, providing internship and careers opportunities, and mentoring current students via departments and colleges.



Durham Inspired: Supporting the next generation of leadership and inspiration

Philanthropy has, since our foundation, been central to Durham University's advancement.

At this key moment in the University's history, we are committed to creating a lifelong culture of partnership and giving within our global community of alumni and supporters; one which can maximise the impact of our strategic

investments and support our ambitions.

Our generous community of donors – which includes individuals, charitable trusts and foundations, and corporate partners – enables us to attract exceptional staff and students and produce world-changing academic research.

Since 2017, we have been in the initial phase of an exciting and transformational campaign, Durham Inspired, which aims to ensure that Durham University is at the forefront of learning, research, and leadership for the generations to come.



The economic and environmental impact of the University

We take our duties as a centre of learning, neighbour and employer seriously, embracing all of our different communities and celebrating the differences that make us stronger together.

We contribute over £1b to the UK economy and support nearly 14,000 jobs, two-thirds of which accrues to the North East of England. For every £1 that we receive in funding, we generate £3.21.

We are working to make Durham one of the most environmentally sustainable universities in the UK. Alongside major investments in our built environment and our teaching and research activities, we have introduced strong environmental policies and procedures. We are working to reduce our carbon emissions and promote increased awareness of environmental issues. We have a dedicated environment team, Greenspace, which promotes our

environmental policies, plans and procedures, and coordinates environmental activities working with staff and students across the University. We have strengthened our Energy and Sustainability Team so that we can achieve more in this area, and we are working with friends, neighbours and partners to improve the environment we share across our campus and City.

Earlier in 2020, we were named as one of the world's top universities for our contribution to a number of the United Nations' Sustainable Development Goals (SDGs). The new Times Higher Education Impact Rankings place us in the top 50 contributors in four SDGs: Sustainable Cities and Communities; Responsible Consumption and Production; Life on Land; and Peace, Justice and Strong Institutions.

We also appear in the world top 100 in a further seven SDGs: Reduced Inequalities; No Poverty; Life Below Water; Decent Work and Economic Growth; Climate Action; Industry, Innovation and Infrastructure; and Zero Hunger.



Engaging our communities



Durham University is rooted in its local communities and we are proud of the positive economic, social and cultural contribution that we make to Durham City, County Durham and North East England.

We believe that Durham University has something to offer all of our community, whether it's access for local and regional students to a world-class University on their doorstep, use of our excellent sports and cultural facilities and outreach programmes, or our extensive student and staff volunteering programme benefiting a wide range of local causes and organisations.

We present a wide variety of lectures, concerts and performances for the public and were a major partner in city events during 2019/20, including the Lumiere light festival, the Durham Book Festival, the Summer in the City arts festival and Durham City Run Festival.

We manage, with Durham Cathedral, the UNESCO World Heritage Site covering the area surrounding the Cathedral and the Castle (one of our student Colleges). Our other attractions include the Palace Green Library, the Museum of Archaeology, the Botanic Garden and the Oriental Museum.

We are committed to fostering a positive environment for all who live, work and study in Durham and we value and engage in open dialogue with partners, residents and others on how best to achieve this, together.

Collaborative partnerships – Global Durham



We value international collaboration as central to enhancing global knowledge and developing global citizenship. Our staff and students come from over 130 countries, creating an outward-looking, globally-minded and inclusive scholarly community.

International partnerships are a core part of our vibrant research and learning communities. They help us make a difference and ensure our research makes changes to the way we live, solve complex industry challenges, and help our graduates begin and progress their careers.

As well as strategic partnerships with global companies such as IBM and Procter and Gamble, we also work closely with those based in the North East of England, including Durham County Council, Northumbrian Water, Stanley Black & Decker, and Atom Bank.

Guided by our Global Strategy, we are working to increase engagement with high-quality international peers, increase the proportion of high-quality international students studying at Durham and expand our study abroad and exchange offer.

County Durham and North East England

Durham sits in one of the most beautiful parts of the UK. Located just a three-hour train journey north of London and an hour and a half south of Edinburgh, and well-served by the nearby Newcastle International Airport, County Durham is rich in history and natural beauty.

North East England's landmarks span millennia, from historical Roman and Norman World Heritage Sites such as Hadrian's Wall and Durham Cathedral and Castle to award-winning contemporary icons such as Antony Gormley's Angel of the North and SAGE Gateshead. There are 15 National Nature Reserves in the region and over 250 Sites of Special Scientific Interest. The North East possesses more castles of distinction open to the public than any other English region and numerous splendid country houses and gardens.

The Durham Dales, incorporating Teesdale, Weardale and the North Pennines Area of Outstanding Natural Beauty, are home to breath-taking scenery and fascinating attractions. These include the Bowes Museum, a magnificent French-style chateau housing an impressive collection of European and fine arts; medieval Raby Castle, home to Lord Barnard's family since 1626; High Force – one of England's largest waterfalls; and Durham's Heritage Coast with its beaches, rugged cliffs and imposing headlands, another area of outstanding beauty. There are also excellent cultural and sporting facilities to enjoy, including the multi-award-winning Kynren – an epic tale of England; the world's most northerly Test Match cricket ground at Emirates Riverside; and Beamish – The Living Museum of the North.

Please visit visitcountydurham.org to find out more about the many attractions and benefits of living in the Durham area.



About your application

Recruitment process

Applications are particularly welcome from women and black and minority ethnic candidates, who are under-represented in academic and senior posts in the University. We are committed to equality: if for any reason you have taken a career break or periods of leave that may have impacted on your career path, such as maternity, adoption or parental leave, you may wish to disclose this in your application.

Durham University's Athena Swan institutional award recognises and celebrates good practice in recruiting and supporting the development of women. We have signed up to the Race Equality Charter, a national framework for improving the representation, progression and success of minority ethnic staff and students within higher education. We are also a Disability Confident employer.

How to apply

We prefer to receive applications online via our **E-Recruitment System**.

Please note that in submitting your application, you will be allowing us to process your data. We would ask you to consider the relevant University Privacy Statement durham.ac.uk/ig/dp/privacy/pnjobapplicants which provides information on the collation, storing and use of data.

Information if you have a disability

The University welcomes applications from disabled people. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, adjustments will be made to support people within their role.

If you are unable to complete your application via our recruitment system, please get in touch with us on e.recruitment@durham.ac.uk.

The Realising Your Potential Approach clarifies the behaviours expected to be demonstrated by all staff across Professional Services in the University regardless of their role. Along with the core responsibilities, role responsibilities and the person specification, the Realising Your Potential Approach behavioural indicators are used to inform the recruitment and selection process.

Further information on the Realising Your Potential Approach is available [here](#).

The expected behaviours applicable to this post is available [here](#).



What you are required to submit

- A CV
- Ability to contribute to planning at operational and strategic levels.
- A covering letter outlining your suitability to the post particularly addressing the following points from the person specification:
 - Experience of being able to network effectively and develop strong and productive working relationships, to influence perceptions of the University.
- Excellent oral and written communication skills and the ability to develop effective working relationships, both internally and externally.
- The Realising Your Potential Approach criteria is for information only, but may be referred to during the interview process.
- Proven IT skills, and knowledge of key aspects and requirements of digital preservation
- Please ensure that you submit all documentation listed above or your application cannot proceed to the next stage.
- Professional archives practitioner with specialist knowledge and expertise used to influence events and activities within the organisation.
- For further information please contact **Judy Burg** Head of Collections University Library and Collections, judy.burg@durham.ac.uk.
- Track record of effective management and development and/or an enhanced management qualification applied across a large service team or teams.
- The closing date for applications is midnight on Wednesday 9th February and interviews are likely to take place in the week commencing 7th March.
- Experience of providing specialist advice and guidance in archives practice to a range of customers and colleagues, including more senior colleagues.

