PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	**Museum Collections and Exhibitions Officer**
Generic Role Profile:	Business Support
Salary Band:	Grade 4
Operational / Non Operational Role	Non operational
Vetting Level:	Standard
Reporting to:	Senior Museum Education and Engagement Officer
Specific Role Purpose:	• To use the policing heritage of the West Midlands to build trust and confidence in West Midlands Police and improve the public perception and understanding of policing. • To utilise the policing heritage of the West Midlands area to connect with people, growing local partnerships that enable people from across our diverse communities access to key policing information to help them stay safe, understand and become positively involved in policing. • To achieve positive outcomes through creative, collaborative and innovative communications and engagement activities at WMP Museum. • The Museum Collections and Exhibitions Officer manages and cares for the museum's collection, ensuring its proper documentation, preservation, and accessibility. This includes tasks like cataloguing objects, maintaining records, monitoring environmental conditions, and developing and supporting exhibitions. • The postholder will also play a key role in developing and implementing collections management policies.

	• To act as the custodian of all WMP's historical artefacts with overall responsibility for the day-to-day management and effective preservation of these within West Midlands Police Museum. • Leading and developing the collections as a basis for WMP Museum programming going forwards. • Supporting in the identification and development of grant and funding opportunities to maximise the opportunities for WMP Museum. • To be responsible for the seamless and efficient day-to-day management and preservation of the museum's collections and organising a programme of high-quality, engaging exhibitions at the museum. • Enhancing the visitor experience and journey at every opportunity, this is a vital role to support the museum tell the stories of the past while taking every opportunity to communicate important information and messaging from policing today. • Ensure the museum's collections are accessible and interpreted effectively for all audiences • You will ensure the museum provides a service that works for local people, always presented in a professional manner to attract and appeal to visitors, and with the intention of building trust and confidence in West Midlands Police and improving the public perception and understanding of policing. • Take responsibility for key activities which positively impact on increasing public confidence in policing through effective storytelling and overseeing the delivery of the WMP Museum. • To play a key role in driving the growth of the museum, income generation, ensuring high service standards and visitor numbers.
Key Responsibilities:	**Collections management and care** • Oversee the day-to-day management of the museum's collections. • Accurately document objects, including photography, cataloguing, and maintaining records in the museum's collections management system • Ensure the collections are handled, stored and displayed according to professional museum standards and best practice, implementing preventative conservation measures, monitoring environmental conditions and ensuring the long-term preservation of the collection. • Contributing to the development and implementation of a disaster plan for the collection. • Ensuring the collection complies with legal and ethical requirements, including those related to ownership, provenance,

and disposal.

Exhibition co-ordination and delivery

- Research, plan, develop and install permanent and temporary exhibitions and displays at WMP Museum
- Assist with the installation and de-installation of exhibitions, ensuring the safe handling and display of objects.
- Co-ordinate the planning and logistics for exhibition changes
- Write and edit clear, accessible and engaging interpretive text and communications for exhibitions
- Support the implementation of accessible and diverse communication tools and resources to guide visitors and audiences around exhibits.
- Support the production of exhibition-related materials

Collections management, documentation and accreditation

- Develop and implement collections management policies, procedures, and plans in line with museum standards and accreditation requirements.
- Identify objects that the museum would seek to add to the collection (either via auction sites or donations), taking necessary steps to seek approval and obtain objects.
- Identify objects suitable for removal from the collection, either due to hazardous conditions or legacy objects that do not part of the museum's collections policy.
- Maintain a handling collection of objects that can be utilised at the museum or as part of outreach visits or loan boxes
- Ensure the professional and comprehensive documentation of collections to a high degree of accuracy within the museum's collections management system
- Work to gain and uphold the museum's accreditation standards to help ensure that collection management and exhibitions practice is in line with these requirements and meets recognised standards of best practice
- Support the evaluation of exhibitions and projects, gathering feedback and reporting on outcomes
- Identify opportunities for operational efficiencies and cost savings
- Contribute to the business planning for the museum and assist with funding applications where required.

Loans Management

- Managing both incoming and outgoing loans, including documentation, condition reporting, and transport arrangements.

Research and Access

	• Supporting research requests related to the collection and facilitating public access to collection information. **Training and supervision** • Training and supervising volunteers or other staff involved in collections management. **Stakeholder Engagement** • Liaising with curators, conservators, and other relevant stakeholders (internal and external). • Work collectively with other museum teams to promote exhibitions and enhance visitor experience **Visitor experience and commercial activities** • Champion exceptional customer service standards across all visitor touchpoints • Maximise all commercial income opportunities through the use of the museum's collection • Work closely with key stakeholders to align the visitor journey from online information and booking to their on-site experience.

SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience *This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.*	
Essential:	• Proven experience and knowledge of working with collections and exhibitions in a museum or gallery setting, including an understanding of collections management principles • Experience of using a collections management system • Identifying items suitable for conservation work and overseeing conservation/preservation activity. • Experience of using a museum collection to produce exhibition, object handling and installation • Experience of developing collections documentation and completing to approved standards (e.g. SPECTRUM) • Working with volunteers • Proven experience of working in a museum, heritage or visitor attraction environment • Experience of working with a team and motivating paid staff and volunteers • Demonstrable experience of working in a customer focussed environment • Knowledge of health and safety legislation and manging risk

	assessments • Experience of working with a wide range of people, stakeholders and partners • Experience of delivering a proactive and quality customer experience • Knowledge and experience of writing risk assessments, policies and procedures
Desirable:	• Experience within the museum or heritage sector • Experience of commissioning and or making grant applications and funding bids • Experience in project management or formal project management qualifications • Experience in consultation and engagement practices. • Marketing and / or social online marketing experience
Skills *This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.* *Refer to skills database for core operational skills*	
Essential:	• GCSE grade C / 4 and above in English Language and Maths • Strong organisation skills: Ability to manage multiple tasks, prioritise work, and maintain accurate records. • Excellent communication skills: Ability to communicate effectively with a variety of stakeholders, both verbally and in writing. • Attention to detail: Meticulous attention to detail is essential for accurate documentation and record-keeping. • Problem-solving skills: Ability to identify and resolve issues related to collections care, documentation, and access. • Strong numerical and verbal critical reasoning ability in order to think strategically, logically and clearly, and to take rational decisions and decisive action under pressure • Excellent organisation and planning skills to be able to plan ahead and be proactive in addressing potential issues or challenges • Excellent interpersonal, verbal, written and presentation communication skills to effectively report to supervision or different boards on museum performance and to engage with a diverse range of stakeholders and customers. • Experienced and competent in the use of MS Office applications (specifically Word, Excel, SharePoint and PowerPoint) and other collections management software tools • Self-motivated and able to perform with minimal supervision • Passionate about delivering excellent visitor experience and engaging with the public • Proven writing and communications skills

	• Well organised with good project management skills • Acts in a collaborative way that engages with people at all levels. • Personally credible - discretion and integrity; energetic and highly self-motivated, personally resilient and assertive. • Demonstrate a personal commitment to own professional development • Innovative and creative • Ability to build effective relationships with colleagues, volunteers and partners in the heritage sector • A collaborative team player who is flexible and adaptable • Enthusiastic about the mission and values of WMP Museum
Desirable:	• The post holder is responsible for their own self development on a continuous basis and awareness of developments and trends in the industry • Vocational or post-graduate diploma • A degree in a related field (e.g heritage studies) is desirable • Other relevant professional qualifications or certifications

Hours of Work and Flexibility:	21.5 hours per week
Agile Work Style: (if applicable)	Based at WMP Museum. Expected to work occasionally outside of core hours and on a shift rota including weekends. Expected to ensure minimum staffing levels across the museum team. There will be a requirement at times to travel to other locations within and outside the force area.

Restriction Level:	Standard vetting