

THE ROYAL COLLEGE OF SURGEONS OF ENGLAND

JOB DESCRIPTION

POST:	Archives Assistant
DEPARTMENT:	Library and Archives
RESPONSIBLE FOR:	N/A
RESPONSIBLE TO:	Assistant Archivist
BAND:	2a

JOB SUMMARY

The Archives service is part of the RCS England Library and Archives department and exists to support the professional and clinical information needs of RCS England Members and Fellows, trainees, and examination candidates, based in the UK and internationally, via the provision of an extensive range of information services and resources. The Archives also supports RCS England staff, external researchers, academics and members of the public.

The Archives Team is responsible for managing a large, varied and unique collection of archives and manuscripts. These include deposited collections of archives and manuscripts relating to medicine and surgery dating from the 16th century to the 20th century, including hospital records, correspondence, personal papers, diaries, lecture notes, and case notes. The collections also include the institutional archives of RCS England, which incorporates official records of the College that are no longer in active use but are of historical significance, such as charters, minutes, examination records and architectural plans. In addition to carrying out the professional management and care of the Archives collections, the Archives Team also provides research and enquiries support to archives users, and undertakes a variety of engagement focused activities for researchers and the public.

The post holder's principal duties will be divided between direct customer-facing support activities for Members and Fellows, RCS staff, external researchers and family historians, and non-customer facing technical and administrative activities that support service and resource delivery. Customer-facing support activities include welcoming archives users to the Library, providing assistance and support to archives users, and answering in-person and remotely submitted enquiries. Non customer-facing activities will include retrieval and re-shelving of archival materials, ordering and returning requested items from off-site stores, assisting with collections management activities, and assisting with the organisation and delivery of archive projects, events and related activities.

The post holder's core responsibilities are as follows:

1. As part of the Archives Team, provide a range of high-quality and responsive customer support services for in-person and remote archives users, including staffing the enquiries desk and answering enquiries from archives users.

2. Undertake a range of collection management support activities, such as retrieving and shelving archival materials, helping create finding aids, preparing materials for digitisation and undertaking scanning.
3. Carry out clerical and administrative activities associated with the delivery of archives services, including the maintenance of archives documentation and statistics.
4. Provide support to the Assistant Archivist and Archives Manager with the planning and delivery of public and academic engagement-focused activities and events.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Customer services

- Works with other Library & Archives staff to ensure the efficient delivery of high-quality, friendly, customer-facing archive services.
- Takes part on a rota basis in staffing the Enquiry Desk in the Library in order to welcome visitors to the Library.
- Acts as a first point of contact and books in and processes archives users visiting the Research Suite, and deals with any questions or problems from visitors or users.
- Explains all archives services, resources, and procedures to visitors and users of the Research Suite and assists them with any questions, issues or problems that they have.
- Processes and answers, or refers onto Library and Archives colleagues, enquiries that are submitted by users of the Archives in-person, via telephone, email, social media, etc.
- Assists archives users with the appropriate handling and use of archives materials, ensuring adherence to relevant professional archival standards at all times.
- Supervises the Research Suite to ensure security of the collections is maintained.
- Processes reprographic orders, including invoicing, taking payments and scanning or photographing material, as directed by the Assistant Archivist and Archives Manager.
- Records archive usage statistics to support the reporting of KPIs.
- Assists with the production of promotional materials for the Archives.
- Provides other general customer service and support, including ensuring that equipment in the Archive is in working order and reporting faults.

2. Collections management support

- Retrieves archival materials materials from the Library & Archives store rooms that are required for use by archives users.
- Re-shelves archival materials on shelves (including high shelves) in the Library & Archives store rooms, and assists with the tidying of the Research Suite.
- Receives archival material ordered from off-site stores and processing of items to be returned from off-site stores.
- Assists the Assistant Archivist and Archives Manager with basic duties associated with the processing and cataloguing of archival collections, such as listing items, compiling information for the creation of finding aids.
- Assists the Assistant Archivist and Archives Manager with basic preservation techniques, including boxing, re-packaging and identification of items needing conservation.
- Monitors environmental conditions in the onsite archives stores and reports faults
- Assists with other basic collection management support tasks as required, e.g. stocktaking and ordering preservation supplies, labelling, and shelving.

3. Outreach, engagement and project support

- Prepares materials for local or external exhibitions and events, including the identification, issuing, packing, replacing and recording of suitable items.

- Scans materials for local engagement activities such as social media and online exhibitions, and prepares items for larger-scale digitisation projects, including the identification, retrieval, recording and replacing of required items.
- Prepares and processes materials required internally or externally for any other related activities, such as exhibitions, external loans, research projects.

4. General

- The post holder is responsible for their own continuing personal development, and for keeping their skills and knowledge up to date.
- Any other duties appropriate to the grade may be assigned by the post-holder's line manager from time to time, including requests for voluntary assistance for compliance related activities e.g. Fire Warden duties, Health & Safety, GDPR compliance etc.
- The post holder may be required to work out of normal hours to support departmental or college related events and activities (e.g. courses support).
- The post-holder is responsible for compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other RCS policies, procedures and codes as appropriate.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>Education/Qualifications</p> <ul style="list-style-type: none"> ▪ A Level or equivalent qualifications. 	<p>Education/Qualifications</p> <ul style="list-style-type: none"> ▪ Appropriate vocational qualification (e.g. Administration, Customer Services). ▪ Affiliate membership of the Archives and Records Association.
<p>Experience/Knowledge</p> <ul style="list-style-type: none"> ▪ Experience of working in an information-focused setting, e.g. library, bookshop. ▪ Knowledge of the work of archives services and/or experience of using archive collections. ▪ Experience of general administration and office work. ▪ Experience of working in teams in a customer services environment, and of dealing with customers in person. ▪ Experience of answering enquiries efficiently and effectively, meeting service level targets. ▪ Knows how to self-initiate and prioritise between tasks and to be proactive in workload planning. ▪ Able to work accurately with minimal supervision across a wide range of stakeholders and audiences and to judge when to refer upwards. ▪ Experience of working collaboratively as a team player, having a positive regard for other colleagues; confident of own ability to engage with a wide range of customers. ▪ Proven experience in assimilating and acting on new information, willing to learn from mistakes. 	<p>Experience/Knowledge</p> <ul style="list-style-type: none"> ▪ Experience of working in an archives, or records management service. ▪ Awareness of collections preservation issues as they apply to archive collections. ▪ Experience of dealing with confidential or sensitive material. ▪ Knowledge of genealogy and/or history of medicine.
<p>Skills</p> <ul style="list-style-type: none"> ▪ A highly customer focused attitude to service delivery and a commitment to contributing to service quality. ▪ Excellent communication and interpersonal skills, including a high standard of written and spoken English, and the ability to work with internal and external contacts. ▪ Ability to interpret queries, provide clear information and guidance and maintain confidentiality. ▪ Manual handling - Ability to undertake manual handling tasks, to include lifting boxes and retrieving / re-shelving boxes and other items from /to high shelves. 	<p>Skills</p> <ul style="list-style-type: none"> ▪ Ability to work with multiple stakeholder groups from wide ranging audiences ▪ Formal customer services training ▪ Data inputting/touch typing ▪ Working with archive or library management systems, such as Adlib or CALM, to add and edit records ▪ Desktop scanning ▪ Ability to research information using archives and online sources

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<ul style="list-style-type: none"> ▪ Excellent IT skills, including databases, MS Outlook and Excel, and willingness to learn new technologies ▪ Excellent information retrieval skills using databases and indexes ▪ Sound administrative aptitude, including excellent numeracy skills. ▪ Ability to work to agreed standards within a flexible and mobile team, to deadlines and under pressure. ▪ Ability to maintain a high level of accuracy and attention to detail when dealing with routine tasks. ▪ Good problem-solving skills, ability to think innovatively and question when necessary. ▪ Able to learn quickly – seeks and assimilates new knowledge, willing to learn from mistakes and achieve results. ▪ Able to promote team values actively, including accepting and promoting agreed standards, encouraging and supporting other team members and supporting management in achieving agreed goals. 	

The post holder will also need to demonstrate the following **values and behaviours**:

<p>Collaboration - <i>We embrace our collective responsibilities working collaboratively and as one college.</i></p>
<ul style="list-style-type: none"> • We work together, using our collective expertise and experience to effect positive change • We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments • We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work <p>Why? Working collaboratively creates an environment that is conducive to improved productivity, trust and relationships. Teams that have the biggest impact are those where members take responsibility, celebrate success when things go well and take ownership when they don't.</p>
<p>Respect - <i>We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs</i></p>
<ul style="list-style-type: none"> • We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others • We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team

Why?

Knowledge multiplies among people who are able to learn from their differences. Evidence suggests that diverse organisations perform better and innovate quicker.

Excellence – *We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.*

- We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve
- We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work
- We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

Why?

Transparency and agile working drive excellence and improvement. Motivated by the desire to serve and to be the best in our field, we will deliver on our commitments through rapid testing, innovation and future focused leadership.

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability

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