

POSITION: COMMUNITY HERITAGE LEAD

REPORTS TO: MANAGER LIBRARIES AND LEARNING

ACCOUNTABLE TO: DIRECTOR, CITY SERVICES

GROUP: CITY SERVICES

DATE REVISED: APRIL 2024

ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

OUR GUIDING PRINCIPLES ARE:



MAKE THINGS EASY

Do the hard work to make things intuitive for me.



BE WELCOMING

Care for me as a person, not a task or a number.



BE OPEN MINDED

Listen to me and work with me to find solutions.



LOOK OUT FOR ME

Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES

Follow through on your commitments to me.

PRIMARY PURPOSE

Lead the development of accessible, engaging, and representative Community Heritage Collections that improve understanding of Maitland's history and diverse community. Manage and care for the library's physical and digital Community Heritage collections, researching content for public access via a range of online platforms and exhibition opportunities. Provide training for staff and volunteers in collection care and management, and partner with others to achieve goals, programs, and projects in the Library Strategy and Council's Operational Plan.

CORE ACCOUNTABILITIES

1. Lead the development and delivery of contemporary Community Heritage services, including selection, acquisition, preparation, organisation, and access to the libraries' Heritage collections (physical and digital).
2. Build relationships with key external stakeholders and networks including, GLAM partners (Museums and Galleries NSW, State Library of NSW, CREATE NSW) and local networks, acting as a key contact point for community-based groups with stewardship of Heritage collections.
3. Design and deliver exhibitions and experiences through utilisation of partnerships and engagement with stakeholders as appropriate.
4. Contribute content to be used for communications and promotions that inform, advise, or educate customers and stakeholders about Heritage resources, library services, and programs.
5. Provide training workshops and professional development programs for staff and the City's Heritage volunteer networks, including supervision and support of staff, work placements, and volunteers in the Local Studies or Digitisation programs.
6. Work with GLAM partners and library leadership to ensure best practice governance, management systems, and processes are consistently applied to the delivery of services and programs, including contemporary digital access to Maitland Libraries Heritage collections, ensuring robust end to end digitisation processes and the application of innovation and continuous improvement.
7. Monitor and report on the customer experience and ensure the accurate collection of data, including but not limited to usage patterns, statistics from Council's Digital Asset Management system, and website(s) for input into service planning, improvements, and service delivery.
8. Establish and maintain constructive, collaborative, and cooperative relationships with the library team, customers and key internal stakeholders.
9. Participate in organisational, group, departmental, section or cross-section projects that contribute to the execution of the Operational Plan or Library Strategy.

To undertake any other duties, projects or tasks as directed by the Manager which are within the employee's skills, competence and training.

To behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

ESSENTIAL CRITERIA

1. Degree in Museum Studies, Cultural Heritage, Library and Information Services, (or a related discipline).
2. Demonstrated contemporary experience in a relevant Heritage role, including digital access to Heritage Collections, with knowledge and experience of digitisation standards and processes, databases, digital platforms and electronic resources relevant to Community Heritage, including Library Management Systems and/or Digital Asset Management Systems such as Vernon.
3. Demonstrated research skills, with ability to critically assess source material, understand historical context, and contemporary interpretations of history, and design and curation of collections to ensure increased community access and engagement.



4. Demonstrated experience of local history and heritage collections and services, including loan and collection agreements, exhibition communication plans and technical understanding of object handling and presentation, and report writing.
5. Highly effective interpersonal and networking skills, incorporating verbal and written communication, analytical, problem solving and customer service.
6. Experience working with culturally diverse communities, including volunteer community organisations and a diverse range of stakeholders.
7. High level ability to organise resources, manage own workflow including prioritising tasks, and manage competing demands and emerging priorities.
8. Current NSW Working with Children Check Clearance.

DESIRABLE CRITERIA

1. Class C Drivers Licence.
2. Experience in writing grant applications, exhibition catalogues and curation.
3. Management of volunteers, delivery of training, workshops, and presentations.
4. Knowledge and experience working with Aboriginal and Torres Strait Islander Culture.
5. Experience in the use of LMS and CMS such as Libero, Vernon, or Emu.

Maitland City Council has deemed this position to be child related. To apply for this position, you must be issued with a Working with Children clearance number by the Office of the Children's Guardian. A person that does not have a Working with Children Check and/or deemed barred from the Office of the Children's Guardian is ineligible to apply.

Date:

Agreed:

Employee Name

Employee signature

