

JOB DESCRIPTION

NOTE: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

Job title: Digital Archives and Records Officer

Reports to: Senior Digital Archives and Records Management Specialist

Grade: NG3

Purpose: To support the provision of an effective professional archives and records management service and enable the discoverability of the archive collections, with a particular emphasis on the capture and preservation of digital records.

PRINCIPAL ACCOUNTABILITIES

1. Support the Senior Digital Archives and Records Management Specialist in collection management and development activities, including identifying and appraising websites and digital records, supporting the development and implementation of new digital preservation workflows, contributing to the creation of policies and procedures for managing digital materials for ingest, storage, preservation, and access, and assisting in the planning, prioritizing, and reviewing of the processing of digital collections.
2. Ingest digital records into Archivematica (Arkivum-Perpetua), the University's digital records preservation system.
3. Arrange, appraise, and catalogue born-digital and paper records into the University's archival management system AtoM, following national and international standards and best practice to facilitate the discoverability of the archive collections.
4. Support the day-to-day service provision of the University Records and Archives service, including arranging appointments, answering enquiries, assisting, and supervising researchers and visitors.
5. Contribute to records management activities to ensure the effective life-cycle management of the University's corporate records, including dealing with standard enquiries and escalating issues as appropriate and assisting the Senior Digital Archives and Records Management Specialist in the day-to-day administration of the specialized off-site storage records facility.

6. Support a range of outreach activities including presentations, tours, organising exhibitions (including online) and authoring publications. This will include researching appropriate materials, actively collaborating with colleagues across the University, acting as external ambassador for the service and delivering promotional and educational activities.
7. Perform general administrative and organisational duties, including keeping visitor and enquiry statistics, liaising with other University departments and colleagues, including the library, estates and IT.
8. Contribute to general training and development programmes for colleagues at the University as appropriate.
9. Keep up-to-date with current issues and trends in digital archives and records management practise (CPD) and actively maintain appropriate professional contacts.
10. Carry out any other duties as appropriate within their competence as may be required by the Senior Digital Archives and Records Management Specialist.

CONTEXT

Student and Academic Services (SAS) provides professional, efficient, and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning, and wellbeing interventions that enhance the experience of students, colleagues, and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organized into six clusters:

- Business Operations
- Employability and Graduation Success
- Learning Innovation and Digital Engagement
- Library and Archives Service
- Research and Knowledge Exchange Office
- Student Support and Residential Life

The Library and Archives Service comprises around 50 people, working in the following teams:

- Academic Engagement and Learning Development
- Content and Digital Services
- Customer Service
- Development and Planning
- Library Operations and Services
- University Records and Archives

Since 1994, University Records and Archives has provided a professional archive and records management service to collect and preserve records, the corporate memory of the University, created by the University and its predecessors, in order to make them accessible to students, colleagues, and the general public for use both now and in the future. University Records and Archives is the central point of information about the University's history and answers enquiries from students, colleagues, and the wider community. The team oversees the University's current recordkeeping and assists departments in managing their records efficiently and in accordance with legislative requirements and best practice. The post holder will be part of a small team (c.5 people)

of qualified professionals with expertise across archives, museums, and records management.

The archive collections comprise over 1,000 linear metres of historic records dating back to 1838, as well as several deposited collections of teaching and research interest, including architecture, town planning, Chinese visual culture, and the Westminster Menswear Archive (comprising over 85 linear metres of hanging garments). The collection includes approximately 40,000 photographs, glass plates and slides, over two-thirds of which are digitised. The online catalogue comprises over 50,000 individual records and over 20,000 digital objects. Online resources include the digitised Polytechnic Magazines 1879-1960, Oral History Project, Archigram Archival Project and the China Visual Arts Project Archive. Since 2010, University Records and Archives has been running an oral history programme, which aims to capture the memories and experiences of former colleagues and students. Details of holdings can be found [here](#).

There has been considerable investment in the archive space with strong rooms which provide secure and environmentally controlled storage, which is fit for purpose and of a high standard, and a dedicated reading room for researchers. University Records and Archives arrange and catalogue the archive holdings in accordance with international cataloguing standards in order to facilitate access and retrieval, using specialist archival management system, AtoM. Since July 2016, the team has been actively managing digital records with the procurement of Arkivum 100 preservation storage and the implementation of the Arkivum-Perpetua product which integrates the storage with Archivematica (a web and standards-based open-source application which allows the preservation and long-term access to trustworthy, authentic, and reliable digital content). In 2017/18 University Records and Archives was the recipient of a grant award by Jisc as part of the Research Data Shared Service (RDSS) Digital Preservation – Records and Archives Management Pilot Programme, for which the final report can be found [here](#).

University Records and Archives is an active, customer-focused service. The team deal with enquiries, accommodate visits by researchers from within and beyond the University, and support a number of outreach activities by means of contributing to publications and exhibitions, and by giving talks and training sessions to groups of colleagues, students, and external visitors.

The University is committed to managing its records efficiently and effectively regardless of format or medium. University Records and Archives leads on this activity by promoting best practice and offering advice and training on legal and technical developments in relation to good recordkeeping and records management. The team manages a comprehensive records retention schedule programme which is used in conjunction with off-site specialised records storage facilities (provided by an external supplier), including retrieval of records, transport, storage, and secure destruction of hard copy records. The team works closely with departments to create retention schedules, select records for transfer to off-site storage, and review records for destruction. The team also advises and assists in the management of current paper records onsite in the institution.

Increasingly the University is becoming more reliant on born-digital records. The University Records and Archives team works closely with Information Systems and Support (ISS) and Information Compliance colleagues to ensure the robustness of our systems and IT infrastructure with regard to electronic recordkeeping. Since 2017, the University has implemented Microsoft O365 as its strategic communications and collaboration platform. University Records and Archives continues to help support the

cultural change necessary to improve the way colleagues create, collaborate, and manage their records online.

The primary role of the Digital Archives and Records Officer is to support the provision of an effective professional archives and records management service. The post holder will support the discoverability of the archive collections, and although they will work with both digital and analogue records, the focus of this role is to support the capture and preservation of digital records.

The post holder will be expected to foster cross-team project working and to deliver a culture of sharing knowledge and information across the University. They will work closely with the Senior Archivist and the Menswear Archive Curator, and colleagues across SAS and the wider Professional services. A key relationship is with colleagues in Academic Registrars, in facilitating and supporting the verification of awards.

The post holder is expected to build and maintain networks and go 'out-and-about' in the University making contacts and promoting the services. The post holder is also encouraged to develop relationships with other archivists and records managers within the professional community, both within and outside UK Higher Education.

The Library and Archives Service makes a significant contribution to the University's key metrics, including the NSS, TEF, KEF and REF, and supports the University in meeting its statutory obligations in relation to information compliance.

SAS is committed to developing the skills and capabilities of its colleagues through a proactive programme of staff development. The post holder will be expected to engage in personal development and to be a role model to all members of the team. Support towards the Archives and Records Association's Foundation and Registered Membership would be given.

DIMENSIONS

University Records and Archives manage two sites: the Westminster Menswear Archive at Harrow and the University Archive at Little Titchfield Street in the West End. The post will be based at Little Titchfield Street, but all SAS appointments are made on the understanding that colleagues will serve at any of the service points should the need arise.

The post holder has no line management responsibility but is expected to contribute to general training and development of colleagues and students.

The post holder has no budgetary responsibility. They may have responsibility for the maintenance of statistics and other associated financial records under the direction of the Senior Digital Archives and Records Management Specialist.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of risks in the work environment together with their potential impact on both individual work and that of others. The post requires some lifting and carrying of archives, boxes etc., and the handling of loaded book trolleys. Carrying items up and down stairs may sometimes be necessary (lifts are usually but not always available). Climbing ladders in the strong rooms to lift boxes from higher shelves will be necessary. For this reason, the University's course in manual handling techniques is mandatory unless this training has been completed elsewhere to the timescale and standard required by the University. In addition, the post holder will be required to work in some basement areas with minimal support.

Normal working hours for the Digital Archives and Records Officer are 9am to 5pm Monday to Friday. The post holder may sometimes be required to work outside of normal hours in response to user or service expectations, particularly in relation to promotional and outreach activities.

Prepared by Elaine Penn, Head of University Records and Archives

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PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> ○ Educated to at least GCSE level (or equivalent) in English and Maths. ○ Demonstrable experience and practice may be acceptable in place of formal qualifications. 	<ul style="list-style-type: none"> ○ Qualified, or working towards a recognised qualification in archives, records management, or information management. ○ A relevant degree or equivalent practical experience that demonstrates relevant levels of knowledge and skills for the role (as outlined in this job description and person specification).
Training and Experience	<ul style="list-style-type: none"> ○ Interest in current issues relating to archives, records management and information compliance, particularly in the areas of born digital records and digital preservation. ○ Experience of using a broad spread of IT software, especially Microsoft O365. ○ Experience of researching and creating content for outreach activities such as presentations, tours, exhibitions (in person and online). ○ Administrative experience. 	<ul style="list-style-type: none"> ○ Experience in the provision and support of archives and records management services. ○ Experience of working in the UK Higher Education sector. ○ Use of AtoM and Archivematica. ○ Use of Content Management Systems for webpages.
Aptitude and Abilities	<ul style="list-style-type: none"> ○ Strong verbal and written communication skills. ○ Demonstrable ability and enthusiasm to articulate and convey the key elements of the University Archive to different audiences. ○ Ability to prioritise, organise, and solve problems in a busy environment where there may be unexpected and competing deadlines. ○ Meticulous organisational ability, accuracy, and attention to detail. ○ Ability to deal courteously and professionally with a wide audience (including depositors, researchers, colleagues, and students). ○ Ability to work with minimal supervision, based on experience and knowledge of procedures. ○ Proven capacity to work well in a team and have good working relationships with colleagues. ○ Flexible and creative approach to work and a willingness to undertake a complex variety of tasks. 	
Personal Attributes	<ul style="list-style-type: none"> ○ Proven commitment to delivering excellent customer-focused services. ○ Patience and persistence in problem solving. ○ A curiosity and willingness to learn and develop. 	

	<ul style="list-style-type: none"> ○ Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.
Other	<ul style="list-style-type: none"> ○ Flexibility to work out of hours on occasion to meet user or service expectations. ○ Mandatory manual handling training.