

Multimedia Manager



Imperial War Museums

Purpose of the post

The Department of New Media is responsible for the development, delivery and provision of new media within Imperial War Museums (IWM) and its branches: IWM London, Churchill War Rooms, HMS Belfast, IWM Duxford and IWM North. The department is undertaking an exciting and extensive programme of work including continuing to develop the new IWM website, leading on the development and delivery of multimedia in museum galleries, the creation of in-house software for gallery, tablet and online use, mobile, and co-ordinated strategic e-marketing and social media activity. This role is key in ensuring the delivery and progression of this work as it pertains to in-gallery technologies, as well as supporting New Media's broader aims.

A core delivery role; the Multimedia Manager, in conjunction with the Head of New Media, Digital Projects Manager, and other staff as relevant, is responsible for the delivery of in-gallery multimedia hardware and software for existing and future exhibitions and education projects, and implementing the current Multimedia strategy, along with its further development. This includes investigating how the Museum might best utilise new and emerging multimedia technologies as well as reviewing current systems operating in the galleries and planning for the future.

A key delivery and insight role, the Multimedia Manager will also work to ensure a set of standards and processes across the Museum for the delivery of innovative and cost-effective multimedia systems, capitalising on the synergies between our different branches and building on the investment the museum has already made in this area. This post will also require experience of developing exciting and engaging user and content-led ideas for gallery and other appropriate platforms. Holders must be able to advise on the most effective modes of delivery.

This role will be responsible for ensuring the overall quality of multimedia products within IWM's galleries, across its five branches. The post-holder will also identify, research and evaluate new media technologies in support of IWM's goals to deliver an excellent visitor experience through innovative and engaging interpretation, education and outreach. As part of this, the Multimedia Manager manages the Multimedia Technician Team for three London branches. This team is critical for maintaining the visitor offer and experience and is responsible for the day-to-day upkeep and maintenance of all multimedia at the London branches of IWM. This team also provides hardware specification and installation, and increasing amounts of audio, video and multimedia production.

This post will be based in the New Media Department at IWM London, although travel across our other sites will be required. They will report to the Head of New Media and directly manage the Multimedia Technician Manager, who manages the six other London technicians. The post holder will also work closely with the rest of the New Media team, other relevant departments including: Exhibitions, ICT, Collections, Publishing, Learning and Interpretation, as well as branch representatives at our branches at IWM North and IWM Duxford to ensure a consistent and efficient, audience-focused approach to the delivery of multimedia across the Museum.

Main Responsibilities

Strategic

1. In conjunction with the Heads of New Media and ICT, and other staff as relevant, help to deliver the technical and multimedia strategies New Media are implementing, as well as feed into their future development.
2. Ensure that the strategy continues to be developed in consultation with all relevant departments and implemented and deployed successfully across the Museum's five branches.
3. Consider commercial and revenue opportunities where appropriate, for example, working with the e-commerce project development team to develop products and services.
4. Contribute to and lead on multimedia development for IWM's new First World War galleries due to open in 2014. This includes managing a producer/project manager.

Project Management

5. Heavily consult, or lead on all new multimedia developments across Imperial War Museums, as agreed with project teams and the Head of New Media.
6. Deliver cost effective, development for the museum, ensuring the best use of resources.
7. Manage the Multimedia Technician Team across the London branches, ensuring an effective delivery of services.
8. Ensure standards and processes for the delivery and implementation of multimedia across the Museum are maintained.
9. Provide project assurance and budgetary assurance for multimedia when directly leading on projects.
10. Work closely within the New Media team and other departments to provide advice and expertise on multimedia solutions, and appropriate and creative

methods of delivery and support.

11. Commission and manage work from external suppliers as required.

12. Directly manage freelance developers, designers and project managers as required.

13. Builds opportunities to share best practice across the branches.

Technical Skills

14. A thorough understanding of both current and emerging multimedia technologies including various digital and physical interfaces, video and audio streaming, mobile technology and networked technologies.

15. A good knowledge of potential technologies is essential, including standards-based HTML/CSS/JavaScript interfaces as well as an understanding of the potential of richer platforms such as Adobe Air and Flash, Quartz, C, and related technology.

16. Understanding of different hardware platforms and technologies.

17. An audience-focused approach to design within the Museum context that is consistent with the Imperial War Museums brand.

For full details of this post, please see the job description in the downloads section below.

Location:	IWM London
Category:	IT
Duration:	
Type of Contract:	Permanent
Hours:	Full Time
added: Feb. 15, 2012	deadline: Feb. 27, 2012

More information: <http://www.iwm.org.uk/>