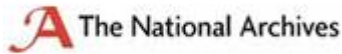


## Engagement Manager



### The National Archives

#### Job Purpose

To lead The National Archives' engagement and advisory work with a defined client group of major collecting repositories (full-time posts will have a caseload of about 60 institutions). Engagement Managers will have the primary responsibility within The National Archives for ensuring that their client group of collecting institutions fulfil their collecting remit and meet professional standards. Engagement Managers will establish an understanding of their services and a relationship of trust and confidence with service heads and their senior managers so as to influence the development and improvement of client repositories as a critical friend through advice, guidance, support and challenge.

Reports to: Head of Engagement

#### Role and Responsibilities:

- \* Develop an understanding of services in the client group and their collections and local policy context through assessment, external visits and meetings, and regular telephone and email contact, using experience and knowledge of the sector, research, evaluation, influencing and negotiating skills
- \* Build strong working relationships with senior staff (heads of service and their line managers) responsible for client repositories, enabling The National Archives to act as a critical friend, and exert significant influence on service outcomes
- \* Provide strategic advice and support to services facing significant challenges, being resourceful in formulating realistic solutions, taking account of the local and national policy context and the circumstances of particular repositories, and escalating as necessary to the Head of Archives Sector Development, Director and Chief Executive and Keeper at The National Archives and to Ministers
- \* Exercise judgement and professional knowledge to identify and proactively raise with the service areas of concern for improvement, providing expert advice and assistance in how to manage issues
- \* Lead and manage the provision of advice on matters where The National Archives' advice and assistance is requested by client repositories, brokering access to specialist expertise across The National Archives as required
- \* Deliver critical elements of the archives accreditation process through the provision of pre-application advice and post-assessment feedback and support to client repositories
- \* Liaise with the Places of Deposit Manager and other relevant internal stakeholders on the regulation of places of deposit and the control of controlled classes of records; and with the Head of Engagement, other Engagement Managers and other staff as appropriate to ensure consistency of approach and policy messaging
- \* Act as the expert lead on the provision of advice and guidance in a specialist area for the sector (e.g. building design and environmental management, the preservation of digital and special media formats)
- \* Proactively share intelligence about client repositories across Archives Sector Development using the CRM system and other knowledge management tools, and to build understanding of the policy context and national agenda for the archives sector through networking with colleagues in Archives Sector Development and across The National Archives
- \* Contribute to the planning and delivery of strategic initiatives across the department, especially those involving peak workload at particular times of the year, including the cataloguing grants scheme, the annual accessions exercise and acquisitions casework.

#### Person Specification:

##### Essential:

- \* Excellent interpersonal skills, including the ability to engage and influence effectively at a senior level, and strong negotiating skills
- \* Thorough knowledge of the professional standards for archives and the regulatory and policy framework within which archive services in the public sector operate in the UK
- \* Proven written and verbal communications skills, including the ability to produce high calibre speeches, reports and presentations
- \* Track record of managing a demanding workload and prioritising effectively to achieve maximum impact
- \* Experience of stakeholder engagement, strategy development and implementation, effective communications and evaluation
- \* Demonstrates understanding of the impact of political decision-making and exhibits judgement in choosing when to operate on own authority and when to refer matters to head of department, director and chief executive
- \* Specialist knowledge of one or more key development areas for the archives sector (e.g. building design and environmental management, digital and special media format preservation)

\* Good research and interpretation skills, able to adapt and present findings in an appropriate way, mindful of the impact on the intended audience

\* Able to travel within the UK

Desirable:

\* Diploma or Masters Degree in Archives Administration or equivalent experience

\* Experience of client/customer management

Working Arrangements:

1 x Full-time, Permanent

1 x Part-time (21.6 hrs per week), Permanent

To apply for this post please click on the link below.

Closing date: Thursday 8th March 2012 at midnight

**Location:**

Kew, West London

**Category:**

Senior management

**Duration:**

Permanent

**Type of Contract:**

Full Time

**Hours:**

deadline: March 8, 2012

added: Feb. 22, 2012

More information:

[https://iq24.i-grasp.com/fe/tpl\\_nationalarchives01.asp?s=EXglfLQnAyPBgDdPyv&jobid=54737,6982498702&key=17813374&c=623352622369&pagestamp=dbsqvwjxemiti](https://iq24.i-grasp.com/fe/tpl_nationalarchives01.asp?s=EXglfLQnAyPBgDdPyv&jobid=54737,6982498702&key=17813374&c=623352622369&pagestamp=dbsqvwjxemiti)