






JOB DESCRIPTION	
Job title: Service and team: Band: Post number: Reporting to: Responsible for: Date:	Collections and Exhibitions Manager (Maternity Cover) Heritage, Visitor and Events (Commercial Services) 6 P10668 Heritage, Visitor and Events Manager Collections and Exhibitions Officer, Documentation Assistant September 2025
OUR ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another.
Wellbeing 	We look after our own and others' wellbeing.
Trusted 	We abide by the Nolan Principles of Public Life.
Value for Money 	We spend public money wisely and carefully.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve.
PRINCIPLE PURPOSE OF THE TEAM AND ROLE	
<p>The postholder will be part of the Heritage, Visitor and Events Team.</p> <p>The purpose of the Heritage, Visitor and Events Team is to:</p> <ul style="list-style-type: none"> • Manage, operate and care for the councils heritage attractions: the Museum, Castle, Guildhall and Guildford House, maximising public access. • Develop and care for our collection of heritage objects and artworks according to industry standards and guidelines. • Deliver a broad range of activities, events and exhibitions appealing to as wide an audience as possible across our heritage attractions, open spaces, town centre, and borough. • Encourage and facilitate the commercial hire of our heritage attractions and open spaces to bring a range of diverse events to our town and borough. • Ensure the health, safety and welfare of visitors to our attractions and events, ensuring hirers do the same. • Bring together the leisure, culture, heritage, events, retail and countryside offer across the borough through a visitor information service for all. • Facilitate the ongoing schedule of weekly, monthly and ad hoc markets in the town centre. 	

- Proactively support our corporate objectives, including the aim to drive visitors to our heritage attractions and increase footfall in the town centre and wider borough.
- Work collaboratively with internal and external partners, stakeholders and colleagues, to maximise the delivery of our service and to make Guildford borough a desirable destination for residents and visitors to spend their free time.

As manager of the collections and exhibitions team, the postholder will:

- Provide operational leadership for their area of responsibility.
- Proactively encourage continuous improvement in all areas of service delivery.
- Empower their team to be accountable for each area of their work.
- Promote a positive culture of teamwork, collaboration and a high standard of customer care.
- Work collaboratively with management team colleagues to highlight efficiencies, areas of good practice and enhance service delivery.
- Work within the heritage attractions and provide support for other areas of the service as required.
- Facilitate a programme of exhibitions and support learning activities.
- Ensure the care and conservation of the collection in line with industry standards.
- Facilitate the ongoing documentation of the object collection.

AREAS OF ACCOUNTABILITY

- Management of the collection of objects, ensuring curation, conservation and care to professional standards and that objects are available for visitors to enjoy through a variety of activities and methods of delivery.
- Plan, organise, curate, and deliver an informative, interesting and engaging programme of exhibitions, which appeals to as broad an audience as possible.
- Refresh, rejuvenate and maintain permanent displays in a rolling programme of improvements.
- Support the creation and development of learning activities which meet the needs of educational visitors (including schools, home and adult learners).
- Facilitate the documentation/ cataloguing of the heritage collection onto the collections management system.
- Develop the collection in line with the Collections Development Policy, collections reviews and contemporary collecting.
- Fulfil requirements of Arts Council England museum accreditation.
- Undertake project work as required.

MAIN DUTIES AND RESPONSIBILITIES

1. Curate and deliver a programme of exhibitions/ displays across the heritage attractions maximising the use of the heritage collection of objects.
2. Develop a programming policy which maximises the use of attractions/ the display of the collection.
3. Implement a planning cycle/ schedule for exhibitions/ displays/ activities which takes into consideration significant national celebrations/ commemorations.
4. Work with partners to curate and deliver exhibitions to an exceptional standard, including the annual Guildford House Open exhibition and displays at other locations.
5. Explore opportunities for hiring in exhibitions to ensure as full a programme of displays is maintained, including facilitating contracts, delivery and installation.

6. Promote and manage the heritage spaces for exhibition hire and work with partners and hirers to curate/ install exhibitions which broaden the appeal of the heritage attractions.
7. Manage the development of displays, exhibitions and events to maximise access, inclusiveness and diversify the appeal of the heritage offer, including the use of digital/ online technologies.
8. Manage the partnership with Surrey Infantry Collection, developing the relationship and ensuring a changing programme of their displays.
9. Facilitate researchers/ interested parties to access the collection to support their activities and encourage engagement which demonstrates the value and interest that can be achieved from the collection.
10. Facilitate the provision of information, objects and support for the delivery of outreach, community engagement and learning activities.
11. Manage processes and decision-making relating to the loan in/ out of objects for display.
12. Ensure the collection of objects is cared for and conserved according to relevant industry standards.
13. Advise on interest, interpretative potential, presentation and conservation requirements for objects considered for display.
14. Ensure that appropriate environmental monitoring equipment and processes are in place and that results are documented and monitored.
15. Ensure the documentation project is appropriately resourced and delivered to relevant standards.
16. Support the delivery of a programme of education activities which complements the exhibition programme, and which aligns with relevant curriculums.
17. Support developing learning opportunities which may appeal to non-school based audiences (including adults, hard to reach, home learning audiences).
18. Collaborate with the team to undertake market research/ customer surveys to help spot trends and inform future plans.
19. Provide specialist input into relevant plans and policies.
20. Manage off-site object stores, ensuring security and housekeeping are delivered to a high standard and lead relevant projects relevant to this area.
21. Facilitate the licencing of images from the Museum's collection, including taking new photographs where needed and following financial procedures.
22. Undertake operational tasks which would normally be assigned to the Heritage, Visitor and Events Manager, if necessary, and to cover annual leave/ absence.

Within area of responsibility:

23. In accordance with council financial procedures, manage relevant delegated budgets, ensuring expenditure delivers value for money and remains within the budget allocated.
24. Financial administration, including purchase requisitions, invoices, goods receipting and budget monitoring.
25. Manage, support and motivate staff to deliver the service.
26. Undertake recruitment as required.
27. Undertake/ support relevant projects.
28. Manage relevant Service Level Agreements, contracts and agreements.
29. Coordinate and supervise volunteers.
30. Maintain relevant strategies, policies and plans, in conjunction with the Heritage, Visitor and Events Manager.
31. Contribute to, and deliver, relevant business continuity procedures.

32. Ensure the health, safety and welfare of staff and visitors by identifying and managing all risks associated with the job role through effective implementation of internal controls and risk assessments, reporting any issues to the Heritage, Visitor and Events Manager in a timely manner.
33. Write, implement, follow, and review (as relevant) all standard operating procedures and risk assessments within area of responsibility.
34. Understand, follow and champion relevant safeguarding procedures.
35. Networking, industry research and CPD.
36. Member of the Incident Management Team.
37. Member of the emergency contact rota for the service.
38. Act as a keyholder for assets within the service, supporting the heritage Duty Officer function: opening/ closing of sites, daily/ regular building/ exhibition and display checks (walking the floor), evacuation lead, and other support as may be required.
39. Any other duties as commensurate with the role.

DIMENSIONS OF THE TEAM ROLE

- Currently responsible for a team of 2, with 2 direct reports.
- 100,000 objects/ artworks in the heritage collection.
- Nearly 50,000 visitors to heritage attractions in 2024/25.
- Over 440,000 visitors to Visit Guildford web pages.
- www.visitguildford.com.
- www.guildford.gov.uk/heritageandhistory.

CUSTOMERS AND CONTACTS

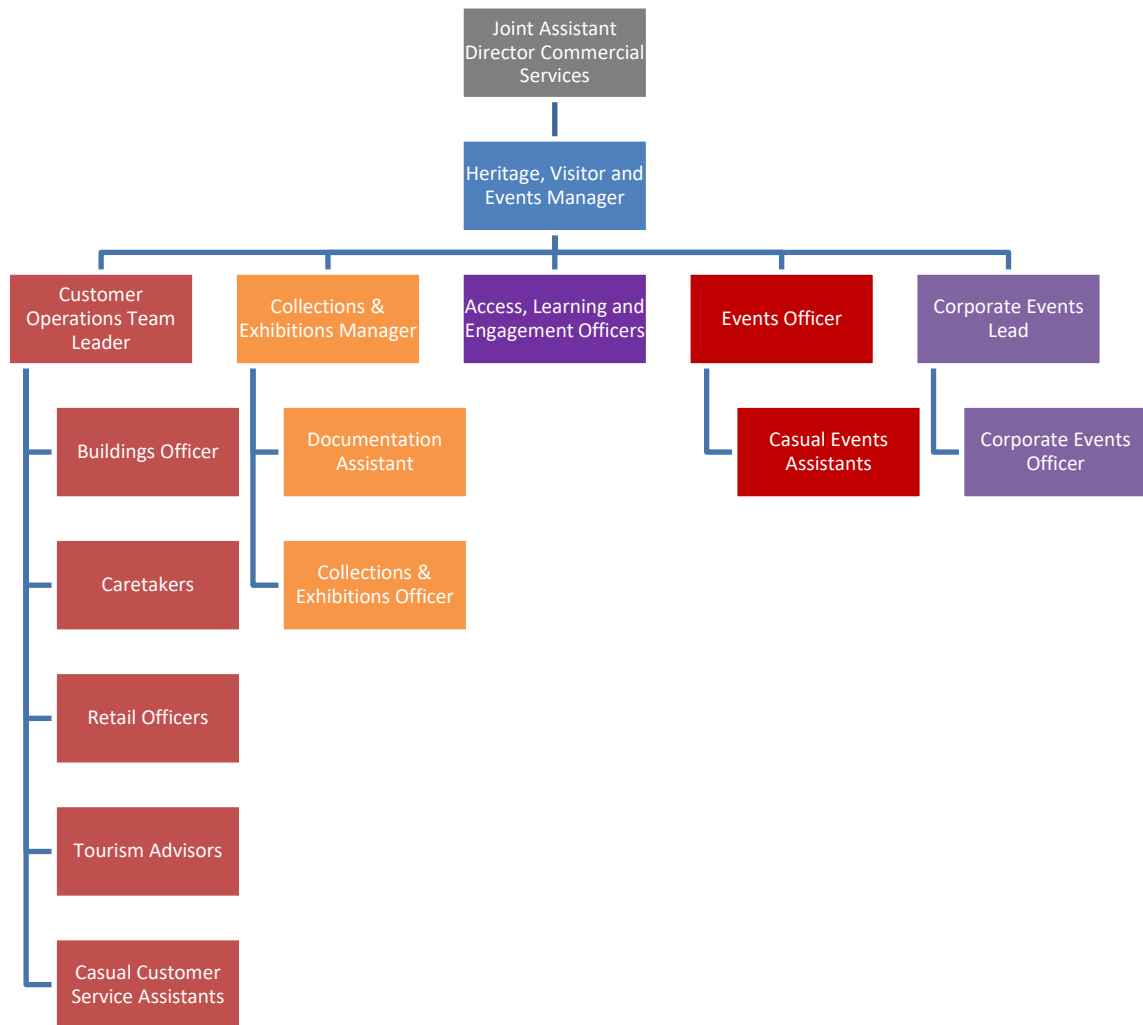
INTERNAL

- Heritage, Visitor and Events Team colleagues
- Direct reports
- Joint Leadership Team
- Waverley Borough Council colleagues
- Guildford Borough Council colleagues
- Volunteers

EXTERNAL

- Exhibition providers/ artists
- Partners/ stakeholders/ supporters
- Parker Harris (arts consultants)
- Conservators/ researchers
- Surrey Museums Partnership
- Surrey Archaeological Society
- Museum Development South East
- Visitors/ customers
- Donors

SERVICE/ TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

How assessed

- A = Application CV/ personal statement
 C = Certificates/ professional registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

	ESSENTIAL CRITERIA	ASSESSED	DESIRABLE CRITERIA	ASSESSED
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to degree level Maths and English GCSE Relevant museum/ heritage qualification 	A/ C	<ul style="list-style-type: none"> Member of relevant industry body such as Museums Association 	
KNOWLEDGE	<ul style="list-style-type: none"> A thorough knowledge and understanding of relevant industry standards, including SPECTRUM, museum accreditation and benchmarks in collections care Excellent knowledge of managing and caring for a broad range of objects Knowledge of the preventative conservation needs of a varied collection of objects Practical experience of curating and installing exhibitions in a similar setting Knowledge of security requirements of object collections 	A / I	<ul style="list-style-type: none"> Good photography skills Specialist knowledge of any area relevant to the collection 	A / I
EXPERIENCE	<ul style="list-style-type: none"> Considerable experience in a similar role, preferably within a local authority setting 	A / I		

	<ul style="list-style-type: none"> • Experience of using collections to engage with a variety of audiences • Experience of using digital media and technologies to promote and develop access to collections and reach more people • Experience of working towards Arts Council England Museum accreditation 			
SKILLS				
Technical skills	<ul style="list-style-type: none"> • Excellent IT skills including Outlook and MS Office • Ability to learn new systems quickly • Experience of using collections management systems 	A / I / E		
Communication skills	<ul style="list-style-type: none"> • Excellent communication skills (written and verbal) and the ability to communicate with a range of audiences • Ability to write clear and structured material/ reports • Excellent skills in writing interpretation text/ information which appeals to relevant audiences • Strong verbal skills with the ability to enthuse and engage audiences through the object collection 	A / I/ E	<ul style="list-style-type: none"> • Confident in delivering presentations and leading meetings 	A / I/ E
Teamworking skills	<ul style="list-style-type: none"> • Ability to motivate the team and work with colleagues to deliver the service • A friendly and approachable manner with colleagues, visitors and partners • Ability to work co-operatively, confidently and 	A / I		

	flexibly as part of a small team <ul style="list-style-type: none"> • Openness to work with colleagues and the team to promote and deliver activities benefitting the wider service/ council • A willingness to engage with and support projects which deliver on wider service outputs 			
Customer service skills	<ul style="list-style-type: none"> • Demonstrable commitment to managing and promoting a culture of excellent customer service 	A / I		
Organisational skills	<ul style="list-style-type: none"> • Excellent organisational and prioritisation skills with the ability to work to tight deadlines • Ability to react to organisational changes in a proactive and positive way, providing solutions to achieve beneficial outcomes • Ability to prioritise and use own initiative to manage workload • Ability to use own initiative and work without direct supervision • Resilient with good problem-solving skills. 	A / I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	<ul style="list-style-type: none"> • Driving licence valid to drive in the UK OR the ability to travel around the borough/ region in an efficient manner on service business (appropriate insurance policy required). Regular travel to off-site stores will be required • Occasional requirement to attend evening meetings • Requirement to work ad hoc evenings/ weekends to support service delivery 	I		

	<ul style="list-style-type: none"> Willingness to undertake training to support the service, including manual handling, first aid and fire marshal 			
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Working location

The postholder will be expected to work flexibly on site across the heritage attractions, off site stores and council offices, as required by service delivery and hotdesking where necessary. Working from home may also be possible, in agreement with the line manager and ensuring all services are delivered as required.

Behavioural competencies

This section details the level of competency required to carry out this role (please see below for an overview of the framework and refer to the full Organisational Culture Framework - Guildford Borough Council Intranet for clarification where needed).	Level
Embraces change	2/3
Innovation and creative thinking	2/3
Effective communication	2/3
Customer focus	2/3
Problem solving and decision making	2
Focus on efficiency	2/3
Performance and learning	2/3
Team working	2/3
Builds relationships	2
Commitment to the organisation	2

REVIEWED BY:	Ali Holman, HR	DATE:	June 2025
CHECKED IN:		DATE:	
LAST UPDATED:	Amanda Hargreaves	DATE:	September 2025

	Guildford Borough Council behavioural competencies					
Cluster	Transformation Forward looking. The focus on our ability to respond to ever changing needs of our customers and bring about new ideas to ensure value for money.		Delivering excellence Efficiently run. The focus on the values and behaviours (in addition to internal systems) that ensures efficiency and effectiveness at every level across the Council.		Our people To ensure that individuals at all levels of the organisation are supported, committed and engaged in the pursuit of our mission and work in a collaborative manner to fulfil our objectives.	
Values	Challenge ourselves We strive to improve what we do by seeking out new ways of working, encouraging innovation and enabling change.		Customer care We put the customer at the heart of what we do by engaging in clear, honest, and meaningful communications to deliver professional services shaped around their needs.	Quality focus With customer insight, we provide high-quality services and find ways to improve. We aim to get things right first time, drive out waste and exceed expectations whenever possible.	Organisational learning We strive to create a work environment where everyone is valued, trusted, and supported. We encourage and facilitate growth and learning at individual, team, and organisational levels.	One Council We work together collaboratively, recognising that we are one organisation, working to achieve a common mission.
Behavioural competencies	Embraces change Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.	Innovation and creative thinking Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively.	Customer focus Puts the customer first, builds effective relationships and seeks feedback to address their needs.	Problem solving and decision making Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.	Performance and learning Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.	Team working Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
	Effective communication Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.		Focus on efficiency Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.		Builds relationships Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.	Commitment to the organisation Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

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