

Job Title	Archives Assistant
Job Family	Archives
Grade	3

Job Purpose

The purpose of this role is to support the wide range of activities and processes required to deliver the BBC Archives strategy.

It requires demonstrating high quality customer service to support the management of BBC assets, using a wide range of administrative and technical systems to support the movement and management of collections held within BBC Archives. It also requires working effectively and efficiently as part of a team to ensure Archives standards are met and improved.

Key responsibilities and accountabilities

List in order of importance, focus on outcomes – should link to purpose and objectives of team/division/BBC and outline the types of duties and responsibilities.

The Archives Assistant is responsible for supporting Archives policy and process. Responsibilities include (but are not limited to):

1. Providing administrative and technical support to Archives teams.
2. Controlling circulation of material using various systems.
3. Ensuring relevant delivery information is included with orders and that online systems are up-to-date.
4. Meeting urgent delivery deadlines, particularly in relation to broadcast-critical material.
5. Ingesting archive content on to electronic servers and uploading material on to shared folders.
6. Dealing with enquiries relating to holdings and processes, and dealing with customer enquiries regarding, for example, delivery and despatch of material and resolving service recovery problems.
7. Dealing with basic research enquiries.
8. Operating technical equipment for copying, viewing and listening purposes.
9. Maintaining collections in a tidy and consistent manner.
10. Working as part of a pool to provide cover for colleagues during normal absences.
11. Undertaking other duties as appropriate.

Knowledge, skills, training and experience

Essential

- Experience of customer service, working under pressure, flexibly and to tight deadlines.
- A good appreciation or knowledge of databases and computer software packages (in particular Microsoft Excel) and their application to information services.
- Experience of computer software packages and working with administrative and technical systems.

Desirable

- Training in administrative or technical systems .
- Experience of working as part of a customer-focused team or within a customer-focused environment.

JOB DESCRIPTION



- Experience of working within an Archives or Broadcast and Media Content Management environment, or within a complex organisation.

Job Impact

This is a support role in a business support area. It requires carrying out a wide range of administrative and technical functions across Archives.

Other Information

For Reward team use only

Job Code

Definition

Content / Content Support / Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

Appendix

Division	Design & Engineering
Reports to (title)	Archives Collection Manager
Location Base	Caversham Park, Reading

Organisation Structure

	1	2	3	4	5	6
	Audiovisual and Radio Collections excl. News	Music Image and Document Collections	Contracts and Relationships	Data	Stores Services	Technical Services
FTE	49	70	1	9	44	43/6
GRADE 10	Head of AV&R (1)	Head of MID Collections (1)	Senior Contracts Manager (1)	Head of Data (1)	Head of Stores Services (1)	Head of Technical Services (1)
GRADE 9		Corporate Records Manager (1)		Senior Data Analyst (1)		Archives Manager (1)
GRADE 7	Archive Collections Manager (5)	Archives Collections Manager (6)		Data Analyst (2) Archives Operations Manager (2)	Archives Operations Manager (5)	Archives Operations Manager (2)
GRADE 5	Archivist (37)	Music Librarian (8) Archivist (25) Records Manager (10)		Database Administrator (1) Business Systems Specialist (2)	Senior Archives Assistant (3)	Preservation Expert (1) Quality Assurance Co-ordinator (1) Restoration Specialist (1)
GRADE 4	Librarian (2)	Librarian (5)				Preservation Technician (1)
GRADE 3	Archives Assistant (4)	Archives Assistant (14)			Archives Assistant (35)	
OTHER						Other technical roles (39)

Additional job specific responsibilities and accountabilities

The Written Archives Centre holds the BBC’s written archives from 1922-2000s and deals with queries and research for programmes and from other areas of the BBC, as well as for external academic researchers.

Core tasks:

- To answer enquiries received from within the BBC and outside, particularly requests for specific documents such as contracts, programmes-as-broadcast/completed and scripts, assessing their status and priority and dealing with them appropriately.
- To carry out support duties for functions such as intake, acquisition, cataloguing, documentation enquiry, issue, selection, disposal and preservation requiring sound judgement.
- To undertake other duties appropriate to the level of the position.

Main duties and responsibilities:

- Answering mainly internal enquiries for contracts, scripts and programme information within clear parameters. Locating the necessary files, microfilm, computerised or other sources as required. Collating the information in order to give an appropriate answer. Assisting more senior staff in their enquiry work.
- Issuing and returning material on relevant IT systems and to/from physical storage location.
- Chasing files loaned.
- Assisting with intake and acquisition procedures including physical handling of new material and discarding of duplicates.
- Identifying items needing conservation/binding.
- Carrying out basic conservation techniques, including re-packing, copying and removing fragile items.
- Preparing items for despatch.
- Assisting with staff training and induction sessions for BBC Archives and other BBC Departments by talking about WAC holdings and procedures.
- Preparing exhibition material for local or external events, including the identification, issuing, packing, replacing & recording of suitable items.

Knowledge and experience:

- Understanding of confidentiality and legal issues affecting access.

Approval	
Manager	Simon Rooks
HR Business Partner	Clare McEvoy
Date	November 2017