

POST TITLE	ARCHIVE ASSISTANT
DIRECTORATE	CORPORATE RESOURCES
SERVICE	LEGAL & ASSURANCE
RESPONSIBLE TO	INFORMATION ASSET MANAGER
NUMBER OF POST HOLDERS	2
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

To contribute to the delivery and development of an archive service for the City of Edinburgh Council. The postholder is responsible for delivering high quality, excellent customer focused services to the public and internal clients within an archive setting while also maintaining the archive collections. The postholder will ensure that the service is delivered in line with national, citywide and local strategic priorities, and will support service delivery in accordance with Council and national guidelines.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Ensure that customers have appropriate access to archive collections and resources through helpful customer care and appropriate invigilation.

Ensure collections are managed and preserved in accordance with agreed processes.

Undertake day to day facility management tasks such as building maintenance checks, fire equipment checks, risk assessments, etc.

Receive, respond to, and refer customer enquiries, comments, suggestions, and complaints in line with council policy, and direct customers to appropriate resources and services.

Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.

Deliver a range of activities to promote the archive collections and the city's history to a wide range of customers including children and young people, and people from groups with protected characteristics.

Support service delivery by assisting in cataloguing activities and preparing relevant support materials.

Support effective customer use of digital archive resources with an emphasis on encouraging digital inclusion, and enhanced customer experiences.

Liaise with partners, volunteers, and other City of Edinburgh Council staff to deliver outreach services.

Contribute to consultation with customers to inform and positively promote service improvements and developments and support local community engagement activities.

Manage conflicting priorities, and challenging behaviour situations with the promotion of a positive and flexible attitude, following appropriate guidelines.

Work with team members to support new initiatives to ensure that all services are planned in a manner consistent with the Council's strategic objectives.

Support the implementation of information governance policies to ensure full adoption across the Council promoting understanding and alignment with the council's aims and objectives.

Support the Council's democratic process, including Executive Committees, Neighbourhood Partnerships, meetings of the Council, and Elected Members etc.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

The post holder needs excellent problem-solving and interpersonal skills as well as good numeracy and literacy. They also need to assimilate and communicate information effectively and understand the importance of high standards of customer care.

The postholder needs to develop knowledge of relevant legislation, regulations, policies, procedures and best practice as well as key computer systems.

The post will require creativity in solving a range of customer enquiries, requests and issues, and in working proactively to develop a range of activities and events to support and enhance service delivery.

The postholder will undertake a range of tasks that will vary according to location. The range of tasks may include invigilating a searchroom, producing and returning archive items to and from storage, conducting basic preservation assessments, data entry, and running outreach activities.

The postholder is expected to work within agreed guidelines and following procedures but has some discretion as to how tasks are delivered. They may be required to take decisions on what incidents/tasks are of a more involved and complex nature and require senior staff involvement.

The postholder will be required to develop an understanding of the services being delivered and supported by the Records and Archives Team, and to work co-operatively with all partners to ensure effective delivery.

The postholder will be expected to react to any emergencies in accordance with council procedures and seek the appropriate support and direction.

The postholder will ensure that work is kept up to date and prioritised in line with service delivery requirements. They will report to the Information Asset Manager to review progress against agreed objectives and seek advice on complex or unusual issues.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

The responsibilities of the post are diverse, and the post holder will often have to reprioritise workloads in response to unforeseen pressures and demands.

The majority of the postholder's duties (approximately 50%) will involve direct contact with customers and the public in a variety of public access archive settings, e.g. searchroom, outreach events, exhibitions etc.

The post will involve lifting at height and manual handling approximately 10 – 40% of their time.

The post is based within the archive settings of a public searchroom and archive storage in different Council offices and depots. They will be asked to work across these sites and must be able to adapt their workload and priorities based on what is required at each site.

Care should be exercised with extended manual handling or in the prolonged use of IT equipment in accordance with the Council's policy and guidelines.

The post holder will be required to demonstrate resilience and sensitivity at times when dealing with vulnerable or challenging individuals or situations.

The postholder will be required to work on own initiative and regularly unsupervised. Some service delivery may involve lone working, ranging from occasional to regular depending on the activity and location.

At some points the postholder's access to supervisory or senior staff may be by telephone or MS Teams; however, procedures and guidelines are available to assist the postholder.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post has no direct line management responsibility. Postholders may be required to support and mentor others, including new team members, during their work.

RESOURCES

The postholder will not hold any budgetary management responsibilities but will have shared responsibility for input into a number of CEC systems and data. The postholder will ensure that all data, records and systems are kept up to date, and that all relevant details are accurately collated and recorded.

The post-holder will share responsibility for undertaking routine collections management and security checks to ensure the preservation of the archives, reporting issues for repair by qualified individuals.

Postholders will also be required to open and secure premises and make premises ready for public use in accordance with guidelines, acting as a key holder and being on the security call-out list as required.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).