**Job description**

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| **Job title:** | Museum Accreditation Adviser |
| **Department:** | Museum Development North | **Contract type:****(i.e. permanent, temporary, fixed term, contract)** | Fixed Term until end FY 2027/28 subject to ACE funding agreement |
| **Reporting To:** | Head of Museum Development North | **Hours per week:** | 22.5 |

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| **1. Main Job purpose**To be part of a team that realises Museum Development North’s vision of enabling strong, agile museums to contribute to the distinctive life, cultures and identity of the North of England and be widely valued for their transformational impact, by:* Being the Accreditation Advisory lead in the MD North team and the first point of expert support for museums seeking Accreditation advice
* Providing technical Accreditation advice, support and training to museums to achieve and maintain the Museum Accreditation Standard:
	+ Providing professional development support to Accreditation Mentors
	+ Managing or contributing to detailed consultancy or mentoring interventions for c. 10 museums per year.
	+ Work with the wider MDA team to deliver targeted support to Provisionally Accredited Museums in the North of England so that they become Fully Accredited
* Manage area wide Accreditation systems and processes including Eligibility Assessments on behalf of ACE.
* Work with the wider MDA team to embed Accreditation throughout the MD North programme and co-deliver projects focussing on Accreditation and Organisational Health

Work with a large range of organisations from very small volunteer run to large multimillion pound turn over businesses. Within this we deal with groups such as military university, charitable and local authority organisation each with their own specific needs. |
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| **2. Principal accountabilities & tasks****Accreditation Support Management** * Manage the delivery of technical Accreditation advice against nationally agreed objectives through mentoring, coaching, consultancy and training interventions, in collaboration with colleagues, ACE and external partners.
* Be responsible for managing relationships with clients and stakeholders focussing on museums applying for Accreditation, submitting an Accreditation Return or Working Towards Accreditation (c. 120 per annum) and ensuring effective information sharing and management within the MD North team
* Maintain oversight of the delivery of Accreditation support; planning and scheduling a training programme to meet the needs of museums with returns due and those preparing future returns
* Manage the ‘Eligibility’ assessment system in the North of England on behalf of ACE. Work with Museum Development Advisers to co-ordinate associated support
* To ensure programme records are accurate, up-to-date, relevant and stored appropriately recognising the requirements of Consortium partners and ACE.

**Accreditation Technical Advice** * Provision of appropriate, specific advice to:
	+ organisations at eligibility stage
	+ museums Working Towards Accreditation
	+ museums preparing for a regular compliance return
	+ provisionally Accredited museums
	+ museums which may require a significant change review
	+ museums which have requested removal from the Scheme
* Specific advice may relate to governance, financial and organisational management, audience development, access and inclusion and collections management within the context of Museum Accreditation
* Use judgement and knowledge to advise museums regarding interpretation of the Standard to their size and scale, and considering their specific circumstances
* Deliver training workshops which support Accreditation requirements including an annual workshop to non-Accredited museums and heritage organisations to find out about the Scheme
* Offer targeted support, where needed, to provisionally Accredited museums and museums Working Towards Accreditation
* Facilitate conversations and opportunities between museums requiring an Accreditation Mentor and potential mentors and support the appointment process
* Support the recruitment and professional development of Accreditation Mentors on behalf of ACE

**Research, intelligence gathering and advocacy*** To analyse Accreditation and Organisational Health Check data to ensure that MD North takes decisions from a robust evidence base
* To scan, research, and source relevant information from regional, national and international sources, to support the strategic development needs of the sector relating to Museum Standards
* Research and share intelligence with MD North colleagues and ACE to identify museums at risk of significant change
* To gather information and use our sector knowledge to advocate for museums within the sector at regional and national sector forums, and to build, broker and strengthen effective working relationships with key partners external to the sector.

**Strategy and co-ordination*** Work with colleagues to plan and deliver the MD North activity plan and work on the team’s own organisational development, with attendance either in-person or online at strategy meetings
* Co-deliver coaching, consultancy, training and development interventions along with the wider MDA team, either directly or through projects focussing on Accreditation and support the delivery of Organisational Health Check projects
* To liaise and co-ordinate with colleagues from across the national Museum Development Network of 5 area providers sharing good practice and lessons learned to drive up performance and sustainability, to enable museums to implement national standards and best practice, including for Museum Accreditation.
* Provide expert advice to ACE to support the development and rollout of updates to the Accreditation Standard and manage communications, briefings and resource development to museums in the North of England

**Advocacy, promotions and communication** * To promote the programme and represent MD North to clients, stakeholders and partners
* To gather information and use our sector knowledge to advocate for museums within the sector at regional and national sector forums, and to build, broker and strengthen effective working relationships with key partners external to the sector.
* To champion and be an advocate for Accreditation at relevant local, regional and national meetings
* To manage communications to museums by email and through the MD North website, newsletter and other channels

**Other duties*** Promote and develop equality and diversity in line with YMT Equality Statement.
* Promote environmental responsibility through the work of MD North
* To ensure safeguarding policies are adhered to and implemented.
* To ensure H&S policies are adhered to and implemented.
* Support fundraising initiatives and donor development as required ·
* Act as advocate and ambassador for MD North
* Other duties may be required from time to time which are consistent with the grading of this post

Technical Accreditation support is based on a thorough knowledge and understanding of the eligibility stage and Accreditation Standard, the processes that underpin and support it and its applicability to museums of different sizes and scales. |

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| **3. Key performance measures & objectives****Contribute towards the delivery of team KPIs with a focus on Accreditation targets****Museum Accreditation:*** 12.Number of mentoring skills development training and/or networking opportunities delivered for new and existing Accreditation Mentors.
* 13.Number of Fully Accredited museums offered support to continue to maintain the standard.
* 14.Number of Provisionally Accredited museums offered targeted support.
* 15.Number of museums supported to submit an eligibility questionnaire for the scheme
* 16.Number of Working Towards Accreditation museums offered targeted support
* 17.Number of new Accreditation Mentors recruited.
* 18.Number of training and/or networking opportunities targeting non-Accredited museums and heritage organisations to find out about the Accreditation scheme
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| **4. Key responsibilities e.g. budget, staff, etc*** Be accountable for managing strategic relationships with clients and stakeholders focussing on museums applying for Accreditation or Working Towards Accreditation (c. 120 per annum) and provide support to any of the 400-500 museum sites in the area.
* Project management of Museum Development North colleagues and contractors relating to Accreditation or Organisational Health initiatives. Total value of team revenue budget from which projects will be drawn is c. £200,000
* Assessment and monitoring of Accreditation related grants up to a theoretical maximum of £80,000 per annum (within the £200,000 above)
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| **5. Knowledge, skills & behaviours****Knowledge**Essential* Evidence of experience based competency in a museum and gallery setting equivalent to a level 7 knowledge qualification (e.g. master’s degree).
* Detailed practical knowledge of a museum specialist function and management level experience of the overall functioning of a museum.
* Understanding of the requirements and good practice relating to UK Accreditation Standard
* Awareness of current public policy relating to culture, local government, education, tourism, community issues
* Awareness of Health and Safety policies and practices for self (and especially lone working), colleagues and museum clients

Desirable* Understanding of devising training and organisational development programmes to meet worker and organisational development needs in museums and gallery settings
* Excellent understanding of the public policy agenda regarding museums, local government and Registered Charities
* Understanding of UKRG, GIS and Acceptance in Lieu as they relate to museum policies, plans and procedures

**Skills**Essential* Strong ability to manage and prioritise workloads
* Strong skills in delivering inclusive and engaging training and facilitation for groups and individuals
* Coaching and mentoring for individuals or groups
* Strong and effective oral and written communication with individuals and groups at all levels
* Relationship management both with individuals and organisations with demonstrable tact, diplomacy and empathy
* Ability to work autonomously managing a complex workload with a high level of individual day to day decision making
* Ability to learn new software and good level of digital/ IT literacy

Desirable* Proficient at project and workflow management
* Proficiency in MS Office applications and cloud-based tools including shared documents and meeting applications
* High degree of digital literacy

**Experience**Essential * Experience of working in a museum organisation at a management level
* Partnership working with multiple stakeholders from a wide variety of experience and backgrounds
* Mentoring and coaching individuals or organisations in a museum or heritage setting
* Experience of developing policies, plans, procedures and applications for Accreditation

Desirable* Acting as an advisor or consult within a museum or heritage setting
* Experience of working (or volunteering) at a professional operational level in museums or heritage settings.
* Developing and delivering training and development programmes
* Experience of working at a professional operational level in museums or heritage management in two or more of the following:
	+ Organisational health
		- Governance and management
		- Forward planning
		- Risk management
	+ Managing collections
		- Collections ownership and development
		- Collections documentation
		- Collections care and conservation
	+ Users and their experience
		- Public accessibility
		- Audience knowledge and development
		- User engagement and experience

**Behaviours**Essential* Commitment to Continuous Professional Development for self and others
* Ability to work effectively within a small (dispersed) team of professional peers.
* Self-motivated to use ability, initiative and discretion to work autonomously and as part of a team
* Client focused and responsive to client need - flexible approach to work and working hours
* Ability to meet area (North of England) and national travel requirements
* Commitment to and advocacy of equality, diversity, inclusion and anti-racism and understanding how these apply to the role
* Commitment to and advocacy of environmental responsibility and understanding how these apply to the role
* Ability to take a long-term strategic view to both our interventions and the work of our clients
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| **6. Qualifications and/or work experience****Essential*** Evidence of experience based competency in a museum and gallery setting equivalent to a level 7 qualification (e.g. master’s degree).
* Experience of working at a management level within a museum or heritage setting

**Desirable*** Associate Member of the Museums Association
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