

V& East

# Job Pack

V&A

# Role Essentials



## Collections Access Manager

**Team:** Collections Access

**Contract:** Permanent

**Salary:** £39,410 per annum

**Hours:** 36 hours per week

**Location:** Multi-site – working mainly at V&A East Storehouse and V&A South Kensington

**Manages:** Senior Collections Access Officers and Collections Access Officers



# Who we are

## V&A Sites

**V&A East** is dedicated to creative opportunity and its power to bring change. Two free cultural destinations – V&A East Storehouse and Museum – will open up the V&A collection for all, celebrate making in all its forms and create new possibilities for everyone.

Find out more [here](#)

**V&A South Kensington**, a world of creativity in the heart of London. From unmissable exhibitions to extraordinary collections, there is something for everyone at the global destination for art, design and performance.

Find out more [here](#)

## Collections Care and Access Division

The mission of the Collections Care and Access division is to manage, preserve, and provide access to the V&A's collection in both physical and digital format, working across multiple V&A sites, at South Kensington, Bethnal Green and in Stratford. The Division is made up of the following departments: Conservation, Technical Services, Collections Management, Photography and Digitisation, and Collections Access.

Collections Access is the newest department within the Collections Care and Access Division. Its purpose is to enable greater public access to our collections when not on display whilst ensuring the highest standards of object care, safe storage, and movement.



# What we stand for

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

## **Disability Confident**

We are committed to guaranteeing an interview for applicants who identify as having a disability and meet the minimum criteria for the post. If you are applying under the scheme, the recruiting manager will be notified. If short-listed, we will ask you about any reasonable adjustments you need to participate in the next stage of the selection process.



# Role summary

The Collections Access Manager will play vital role in managing and delivering access to V&A collections not on display.

You will be responsible for the operational delivery of the V&A's revolutionary new Order an Object Service. This will include the training, development and rostering of staff to ensure the Order an Object Service provides excellent visitor experiences whilst ensuring the safety and care of the V&A Collections.

You will manage the Study Centre at V&A East Storehouse ensuring that the Centre provides a suitable environment for access to the V&A's Collections.

This is a senior role within the Collections Access Department, and, alongside the other department managers, you will manage a team of full, part time and casual staff undertaking a wide range of collections care activities focused on facilitating access to stored collections

Full Job description available here [Vacancies at the V&A · V&A](#)



# Who we are looking for

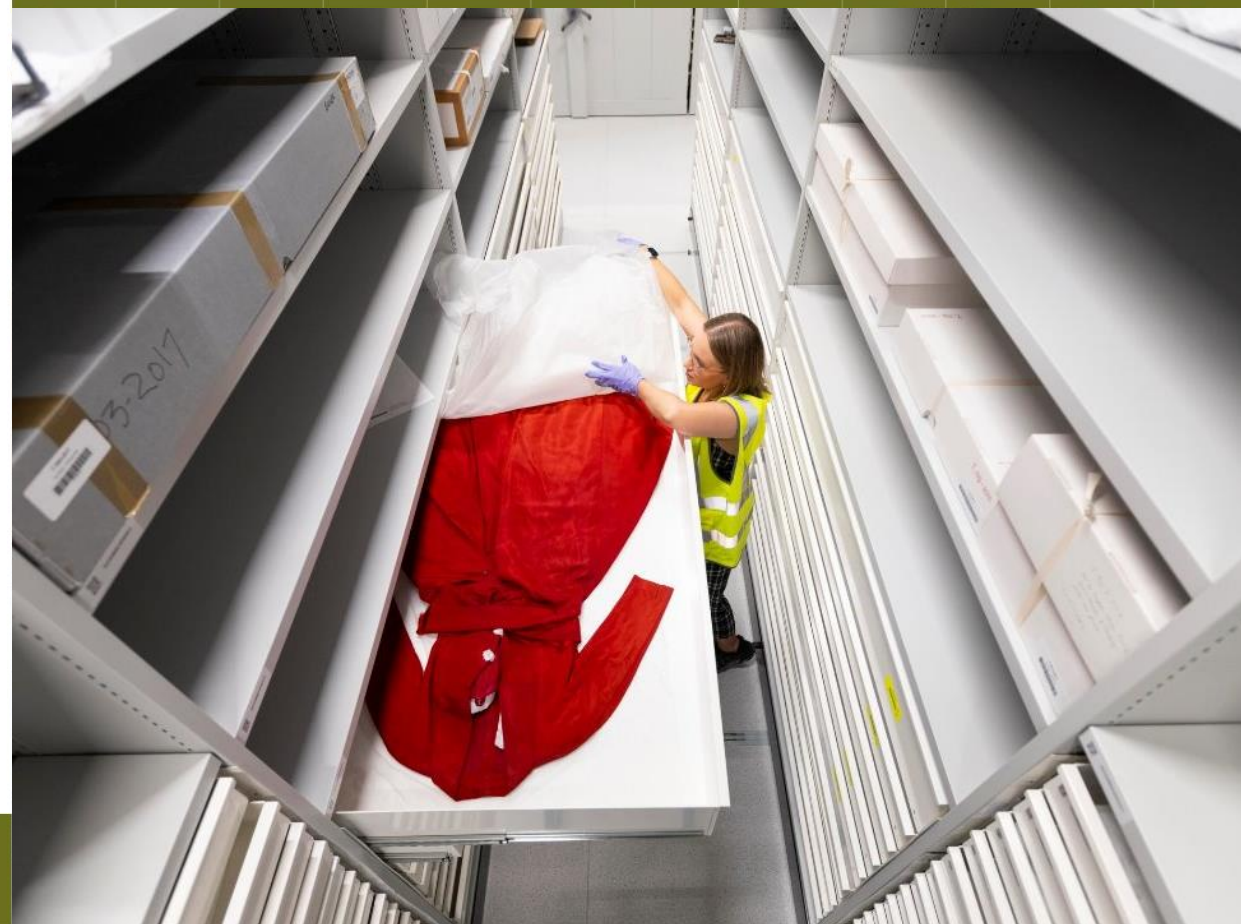
- Exceptional interpersonal and consultative skills
- An excellent team player able to generate ideas and drive projects forward in an inclusive and supportive way
- Experiences of managing and prioritising high workloads with multiple complex issues and tight deadlines
- Experience of managing budgets and staffing rotas
- Willingness to learn new skills and adapt existing knowledge to new situation and environments
- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity
- Has an understanding of the local environment and target V&A East audience and preferably lives in one of our local boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest) though not essential
- Experience of MS Field Service or similar appointment management software or databases would be beneficial



**We are looking for someone with transferrable skills and not necessarily someone with a conventional museum background**

# What we can offer you

- **29** days of holiday + public holidays each year (pro rata if part time)
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (to value of 4 x annual salary)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Tickets to V&A exhibitions for you, your friends or family + 25% discount in V&A shops and cafes
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers including Tesco, Sainsbury's, Odeon, ASOS, H&M and many more!
- Socials events, such as staff summer and Christmas parties
- Staff networks
- An Employee Assistance Programme – a free, confidential, and comprehensive set of services designed to provide support and a balanced and healthy working environment.
- Free sanitary products for all employees across our sites



# What happens next

**View full job description and Apply here** <https://www.vam.ac.uk/vacancies>

**Application Deadline** 28<sup>th</sup> January 2025

**Interview/Assessment days** Round 1 Interviews – 6<sup>th</sup> and 7<sup>th</sup> of February (Online), Round 2 Interviews – 13<sup>th</sup> of February (In-Person)

**Start Date** 17<sup>th</sup> March 2025

## **Any Questions?**

Contact our Recruitment team at [careers@vam.ac.uk](mailto:careers@vam.ac.uk)







V&A East

Thank you

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