

V&A East

Job Pack

V&A

Role Essentials



Senior Collections Access Officer

Team: Collections Access

Contract: Permanent

Salary: £33,764 per annum

Hours: 36 hours per week: standard working hours are 9am-5.15pm x 4 weekdays, and 9am-5pm x 1 weekend day

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

Supervision: 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

Senior Collections Access Officers play a vital role in delivering and supporting access to V&A collections not on display.

You will deliver the V&A's revolutionary new Order an Object service, guiding visitors throughout their journey. This will include providing excellent visitor experiences whilst ensuring the safety and care of the V&A Collections.

You will carry out a wide range of collection care activities, including working with the V&A collection management, documentation and location control systems, undertaking the handling, care and movement of objects, and assisting with the smooth running and maintenance of the V&A collections stores across all our sites and externally.

You will undertake day-to-day team leadership and rota management of Collections Access Officers, working closely with the Collections Access Manager to ensure all team activities are appropriately staffed, as well as taking a lead on the development and delivery of training.

You will consult with colleagues across the Division and the V&A to build a broad knowledge of the V&A Collections and best practice in Collections Care and Access, and provide guidance to Collections Access Officers in these activities.



Role summary

Key Responsibilities

Deliver the Order an Object Service across the V&A's East Storehouse and South Kensington sites, including day to day team leadership and Rota management of Collections Access Officers

Guide visitors and colleagues throughout the Order an Object visitor journey; before, during and after appointments, dealing with any issues and incidents that may arise, deputising for the Collections Access Manager as required

Use collections management databases (CMS) and manage appointment booking software (MS Field Service) to support easy, safe, equitable and meaningful access to the V&A collections

Ensure appropriate documentation, handling, space, and care for objects selected for the Order an Object Service is delivered by allocated staff, including provision and oversight of risk assessments

Lead on day-to-day operation of the Study Centre at V&A East Storehouse, ensuring the readiness of the space and equipment for visitors, including appropriate levels of staffing, stock control and associated budget monitoring and raising of purchase orders

Undertake collections movement, storage, and access duties, including use of electronic location tracking and manual handling equipment, and day to day maintenance and cleaning of objects across all V&A sites and external storage facilities

Use specialist logistical and technical skills to work alongside Senior Technicians, Conservators and Senior Documentation Officers to lead and deliver departmental and organisational goals



Role summary

Key Responsibilities

Responsible for evaluating Collection Access procedures, taking leadership on designing and implementing process improvements, including change processes and stakeholder management

Ensure compliance with all V&A policies, procedures and guidelines, particularly H&S and Visitor Service Standards, providing feedback and reporting to the Collections Access Manager and senior colleagues

Build a broad knowledge of the V&A's collections and collections care best practice, and provide guidance and decision-making for Collections Access Officers in these activities

Lead on the design and delivery of ongoing training and development of Collections Access Officers

Communicate openly and clearly with V&A colleagues, stakeholders and the public, both one on one and in presentation style settings, and contribute to reports and departmental meetings as required

Champion and role model V&A values and behaviours, taking responsibility for personal development and performance and assisting with the training and development of new team colleagues



Who we are looking for

Significant experience of working with public facing teams and delivering exceptional customer service

Experience and proven track record of operating staffing rotas and ensuring that staff are assigned across activities in-line with their skills and business needs

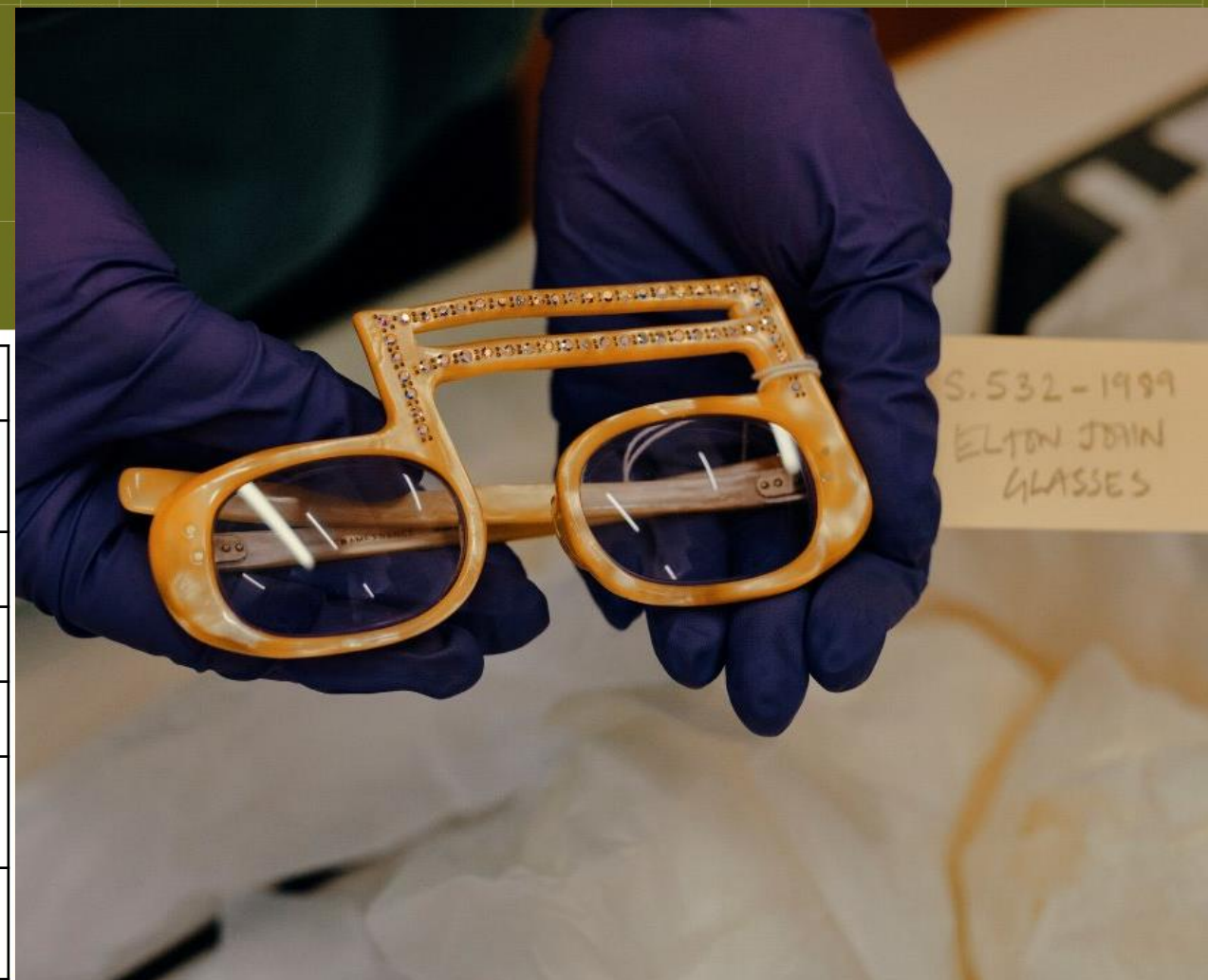
Demonstrable interest in the work and values of museums and the collections they safeguard

Proven logistical or technical skills and experience, transferable to a museum environment, with an ability to provide clear, expert judgement and advice

Proven experience in or demonstrable aptitude for the development of user support and training delivery

Experience and successful track record of clear, open and honest communication with others and a willingness to take responsibility for own work and development

Knowledge in how to champion access, inclusion, and diversity and how they relate to a large visitor attraction. Evidence of bringing improvement of the above to an organisation



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

Who we are looking for

Ability to involve, motivate and/or facilitate groups or teams of people to contribute to a shared goal

Initiative-taking and task orientated with an attention to detail, a self-starter able to work effectively without close supervision

An excellent team player with the ability to generate ideas and drive projects forward whilst being inclusive and maximizing the talents of others in the team or involved with the projects

Proven willingness to undertake specialist training in collections care and access practices and to train and supervise others in new ways of working

Excellent standard of written English and highly numerate with the ability to conduct complex numerical analysis

Experience of using MS Office and other relevant IT systems to an intermediate / advanced level

Desirable: Experience of working within a large multi-department business, with contribution towards the wider organization goals and achievements

Desirable: Experience of working with appointment management software or databases



We want to find someone with an understanding of the local environment & target V&A East audience, who preferably lives in one of our local boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest)

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

Apply here <https://www.vam.ac.uk/vacancies>

Application Deadline 9th February 2025

Interview/Assessment days Assessments days 21st, 22nd and 24th February

Start Date 31st March 2025

Any Questions?



Contact our Recruitment team at careers@vam.ac.uk



V&A East

Thank you

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