



## JOB DESCRIPTION

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<b>Job Title</b>	Head of Access & Inclusion
<b>Location</b>	IWM London
<b>Salary</b>	£45,708 per annum
<b>Department</b>	Strategy and Governance
<b>Normal Working Hours</b>	36 hours net per week
<b>Directorate</b>	Collections & Governance
<b>Position Type</b>	Permanent
<b>Reports to</b>	Assistant Director Strategy & Governance
<b>Contract</b>	IWM Trading Company

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You can read about IWM and the work we do on our [website](#).

### Job Summary

This brand-new post will strengthen IWM's commitment to inclusion, equity, and diversity.

This post will oversee the effective implementation of inclusion initiatives across IWM.

The post will track delivery against the objectives set out in our access and inclusion strategy and in our public commitment to tackling racism in June 2020.

The post will work closely with teams across IWM including: The Executive Leadership Team, Senior Management Team, the Access and Inclusion Governance Board, and our Access and Inclusion Champions. The post involves liaison across all five IWM sites.

The post holder will have significant experience in implementing change to improve inclusion. Their experience will include delivering projects and programmes that increased equity, diversity, accessibility and/or inclusion.

We are open to part-time and full-time applicants. Flexible working will be offered. IWM will consider a job share.

### Key duties

You will be expected to work independently as well as across different teams in order to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.

You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.

You will be expected to work across departments effectively, working with individuals, partners and where appropriate volunteers.

To identify and implement learning and development needs for both yourself and your team, including volunteers, if appropriate.

You will have the ability to influence at the most senior levels, to be collaborative and work with all colleagues across IWM.

**In addition**, your duties will include:

- Acting as an internal expert, influencer, and advocate of access and inclusion
- Increasing awareness and understanding of access and inclusion and its impact across IWM
- Overseeing the delivery of IWM's Access & Inclusion strategy and the actionable change we committed to in Response to Black Lives Matter in June 2020
- Evaluating IWM's current Access and Inclusion strategy's success
- Developing IWM's next Access and Inclusion strategy launching in 2024.
- Creating measures and targets to understand and track performance of our inclusion initiatives
- Identifying best practice to put in place to improve inclusion and increase diversity among the workforce
- Embedding effective inclusion practices into our policies, procedures and governance
- Supporting teams to improve inclusion within our collections, public programming, and audience engagement
- Monitoring and evaluating the delivery of our strategic objectives and manage related data to measure impact
- Collating evidence and providing insight to inform planning and future projects
- Providing support and guidance to our Access & Inclusion Champion Network
- Creating internal inclusion networks to ensure all groups feel supported and have a voice at IWM
- Work alongside the Head of HR in delivering Pay Gap reporting and other statutory inclusion initiatives and the actions identified
- Identify which inclusion accreditation schemes, such as being a Disability Confident employer, IWM should achieve. Support achieving accreditation.
- Report to senior and executive leaders on progress made and further work identified as required.

## Person Specification: Head of Access & Inclusion

	Essential criteria	How this will be assessed
1	Demonstrable experience of working in an inclusion role and delivering access and inclusion initiatives at a similar level	Application Form, Interview & Presentation
2	Excellent teamwork, communications skills and demonstrable ability to create impact.	Application Form and Interview
3	Proven ability to monitor the delivery of corporate objectives and evaluate performance and impact	Application Form and Interview
4	Experience of researching, preparing and presenting reports and written advice on complex issues that are analytical, clear and accessible	Application Form and Interview
5	Proven ability of leading and managing projects delivered to deadline and within budget, including HR projects	Application Form and Interview
6	Experience of contributing specialist inclusion knowledge in complex and cross-departmental organisations	Application Form and Interview
7	Ability to build effective relationships with and secure the confidence of the Senior Management and Executive Leadership teams	Application Form and Interview
	<b>Desirable</b>	
8	Experience of working in cultural heritage sector	Application Form
9	Experience of working in a multi-site organisation	Application Form
	<b>Key competencies (delete competencies that are not needed)</b>	
10	<b>Learns and adapts</b>	
	<ul style="list-style-type: none"> <li>▪ Demonstrates a commitment to continuous learning, growth and change.</li> <li>▪ Demonstrates a commitment to learning new skills and knowledge.</li> <li>▪ Able to generate creative ideas that solve future problems</li> <li>▪ Creates the conditions and opportunities for individuals and teams to develop to their full potential.</li> </ul>	Application Form and Interview
11	<b>Teamwork</b>	
	<ul style="list-style-type: none"> <li>▪ Works effectively with a broad range of IWM stakeholders and partners.</li> <li>▪ Enjoys working in teams and offers colleagues plenty of support.</li> <li>▪ Contributes ideas and listens carefully.</li> <li>▪ Remains co-operative and thoughtful at all times.</li> <li>▪ Makes tough and timely decisions</li> </ul>	Application Form and Interview
12	<b>Customer Care Skills</b>	
	<ul style="list-style-type: none"> <li>▪ Encourages and demands our audience is at the centre of the team's and IWM's thinking and action.</li> <li>▪ Demonstrates a genuine desire to work with and serve the public.</li> <li>▪ Encourages all to underpin all activity with our brand values.</li> </ul>	Application Form and Interview
13	<b>Financial Awareness</b>	
	Manages income and expenditure with integrity, sound judgement and creativity.	Application Form

<b>14</b>	<b>Communication/Professional Presence</b>	
	<ul style="list-style-type: none"> <li>Communicates in a fluent and adaptive manner in order to engage effectively with many different people.</li> <li>Successfully influences opinion and generates support.</li> <li>Negotiates effectively using sensitivity, persuasion and assertion as required.</li> </ul>	Application Form and Interview
<b>15</b>	<b>Leadership/Management Skills</b>	
	<ul style="list-style-type: none"> <li>Shows result focus and consistently delivers positive outcomes.</li> <li>Demonstrates an ability to understand priorities, manage workloads effectively and consistently deliver good quality work on time.</li> <li>Removes or overcomes obstacles to effective performance.</li> </ul>	Application Form and Interview
<b>16</b>	<b>Commercial Acumen</b>	Application Form
	<ul style="list-style-type: none"> <li>Works in a cost-effective manner.</li> <li>Makes efficient use of resources and adheres to financial rules and procedures.</li> </ul>	
<b>17</b>	<b>Promoting Diversity</b>	
	Displays a commitment to fairness and equality for visitors and colleagues.	Application Form and Interview

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.