



JOB DESCRIPTION

Job Title	Assistant Director Narrative and Content
Location	IWM London
Department	Narrative and Content
Directorate	Content and Programmes
Reports to	Executive Director Content and Programmes
Responsible for	Principal Curators and Planning & Resources Manager
Salary	£67,150
Duration	Permanent
Normal Working Hours	36 hours net per week
Contract	Museum

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the job

The Assistant Director Narrative and Content provides strategic leadership of the curatorial function at IWM ensuring it remains at the heart of all IWM projects and programmes.

The AD N&C leads an audience-centred approach, maximising available curatorial resource and expertise to enable creative thinking around the IWM's collection and its development, historical interpretation and storytelling of the objects in the collection.

A key member of the Senior Management Team, the role ensures that Narrative and Content is collaboratively engaged in strategic planning, providing input, thought and creative leadership, to support and deliver the IWM's Corporate Plan.

The role is responsible for ensuring that all resources are well managed within budget. Working with the AD Resources, the AD N&C will introduce new systems to enable regular reporting against strategic delivery, including additional and ad hoc demands.

The AD N&C ensures that all people within Narrative and Content are inspired, developed and well managed; able to present their best professional selves whilst delivering the department's plan.

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.

In addition, your duties will include:

- A key member of the senior management team supporting the Executive in developing and delivering the IWM's strategic plans. Provides ownership and accountability for the implementation of those decisions across Narrative and Content.
- Works closely with the Principal Curators to support the Executive Director of Content and Programmes, through the provision of creative and historical knowledge, experience and innovation in the development of an engaging public programme.
- Assists with the preparation of the Directorate's Corporate Plan submission by providing ideas, narrative and financial submissions. Supported by the Business Manager, provides approved monthly and quarterly financial reports for Narrative and Content. Produces a quarterly report on current and future activity, progress against strategic plan and use of resources.
- Deputises for the Executive Director of Content and Programmes at internal and external meetings as appropriate.
- Supports the Executive Director of Content and Programmes in the ongoing development of working cultures and practices.
- Provides strategic and professional leadership for Curation at the IWM through leading the Narrative and Content team in delivering the collections development strategies and the Corporate Plan, fostering organisational learning and understanding of curatorial value.
- Works collaboratively with other departments to present IWM collections and expertise on multiple public platforms in support of corporate strategies and the IWM brand.
- Demonstrates ethics and integrity, adaptability, innovation, openness to new ideas, listening, and an entrepreneurial approach.
- Implements IWM's values and purpose across the Department. Providing clear direction, setting targets, building and maintaining relationships, valuing diversity, managing and developing effective teams and supporting new ways of collaborative working, sharing knowledge and good practice.
- Manages all resources, ensuring that planning across the IWM includes any ad hoc demands on the curatorial team. Develops internal service level agreements and systems to work collaboratively across the SMT, ensuring that demands are prioritised and managed within the department, with regular progress reporting, thereby providing regular progress reports and dashboard analytics against strategic objectives

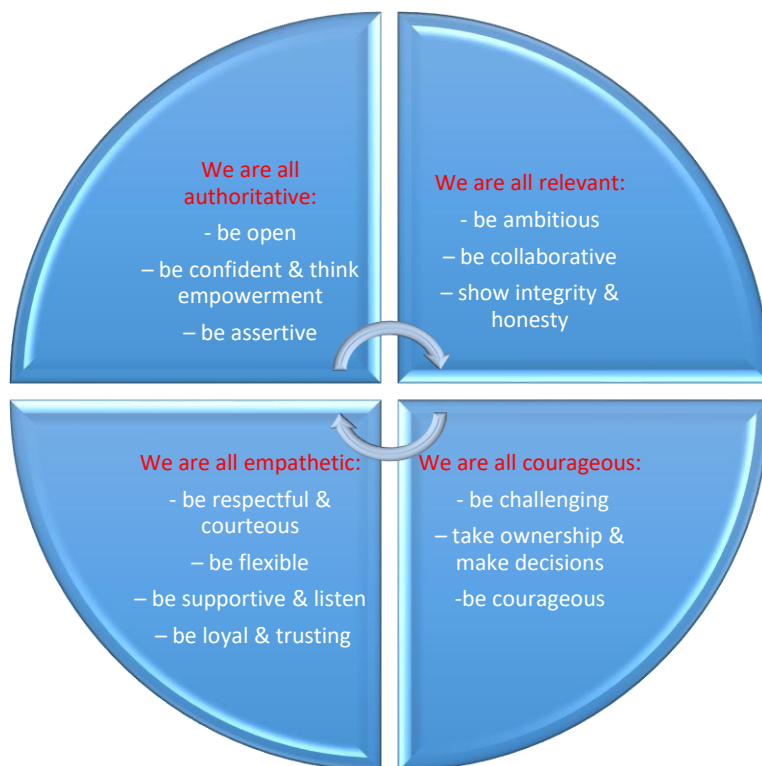
to the Executive Director. Works to improve understanding of N&C resource management processes across IWM.

- Keeps up-to-date with best practice thinking, developments and research and provide advice to the Executive and Board of Trustees as appropriate
- Represents IWM at external and stakeholder meetings both nationally and internationally, acting as an ambassador for the IWM and maintaining a professional approach at all times
- Supports the Principal Curators in providing expert collections and historical knowledge and creative leadership to the IWM in support of all IWM departments in delivering corporate strategies such as digital content, marcomms, public programming, PEL and IWM Institute.
- Leads the delivery of the collections development strategies working with the Assistant Director of Collections Management and other relevant Heads, and through supporting other programmes and projects in line with the Corporate Plan.
- Works collaboratively the IWM Institute to support its remit in the development of academic research projects and partnerships to enrich the understanding of the collections and support the public programme.
- Promotes improved understanding across the IWM of the value and contribution of the department.
- Continues the development of a working culture amongst curators that is responsive, collaborative and committed and above all audience-centred, together with an environment that encourages and values curatorial curiosity and creativity.
- Develops and tracks curatorial career pathways and succession planning. Providing within curatorial people planning widening access to diverse thought and inclusive representation and continuing professional development.
- Ensures that IWM policies and systems are followed at all times, including an overarching focus on customer service and value for money and to ensure the consistency of service, brand and operational standards. In particular:
 - To be security conscious, ensure familiarity and cooperation with all IWM security procedures.
 - To work to actively to support the IWM's sustainability plan to reduce the museum's impact on the environment and minimise running costs in all areas.
 - to actively adhere to all IWM policies and procedures, including financial, planning, health and safety and people, ensuring that this approach is cascaded throughout Narrative and Content.
- To act as an ambassador for IWM at all times. Demonstrating this approach in all aspects of work, including by leading, managing and inspiring people.
- To undertake any other duties that may be reasonably required.

Based in London, the post holder will be expected to make frequent visits to all IWM branches.

Continuous Development

Our four values guide us in our day-to-day work but they also set principles for how we expect all of us to behave:



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.

Person Specification: Assistant Director, Narrative & Content

	Essential criteria	How this will be assessed
1	You must have an interest and understanding of IWM's subject matter and purpose.	Application Form and/ or Interview
2	Degree and/or postgraduate qualification in History or other relevant subject or equivalent level of historical and/or curatorial knowledge built up through experience	Application Form
3	Demonstrable knowledge of twentieth and twenty first century conflict	Application Form & Interview
4	Experience of acquiring, researching and interpreting museum collections for a range of audiences	Application Form & Interview
5	Previous experience of working on exhibitions or on other projects with similar demands and pressures	Application Form
6	Strong awareness of collections care	Application Form
7	Demonstrable knowledge of frameworks – legal, ethical and professional – in which IWM operates, with practical experience of their application	Application Form
8	Proven experience of identifying strategic priorities and development of corporate plans	Application Form
9	Senior management experience in a similar role managing curatorial and creative teams and volunteers	Application Form
10	Senior Experience of resource planning and financial management	Application Form
11	You must have an interest and understanding of curatorial best practice	Application Form and/ or Interview
	Key competencies	
12	Leading a culture of learning and change	
	Demonstrates a personal and corporate commitment to continuous learning, growth and change.	Application Form & Interview
	Remains attuned to the wider environment and context: predicts and responds quickly to changing agendas and new requirements	Application Form & Interview
	Generates innovative proposals and plans for change	Application Form & Interview
13	Leading a Performance Focused Culture	
	Effectively translates broader strategies into targets for individuals and teams	Application Form & Interview
	Reviews higher-level business processes to improve effectiveness	Application Form & Interview
	Clarifies priorities, empowers people and ensures they are accountable for results	Application Form & Interview
14	Facilitating Partnership and Collaboration	
	Works in a genuinely collaborative manner: personal style engenders confidence, trust and co-operation	Application Form & Interview
	Invests time in building strategically important networks/partnerships (at international/national and local levels)	Application Form & Interview
	Takes a proactive role in building and encouraging cross-divisional collaboration at the museum	Application Form & Interview
15	Creating an audience centred culture	
	Encourages the team to put the audience first and ensures that services are delivered accordingly	Application Form & Interview
16	Managing Diversity	

	Promotes a culture where diversity is valued and utilised for the benefit of the museum	Application Form & Interview
17	Commercial Awareness and Optimising Resources	
	Appreciates the resources required to deliver on key objectives: deploys people, budgets and materials accordingly	Application Form & Interview
	Retains a controlled approach to financial management: works with Heads of Department to responsibly manage income and expenditure	Application Form & Interview
18	Optimising Digital technology	
	Continually reviews services and systems to ensure they are effective and take advantage of digital working	Application Form & Interview
19	Communicating with Impact	
	Engages in genuine two-way communication and encourages others to do the same	Application Form & Interview
	Judges accurately when it is appropriate to compromise, promote further debate or say "no"	Application Form & Interview
20	Shaping Strategic Direction	
	Plays a proactive role in defining a vision and strategic direction for IWM	Application Form & Interview
	Develops clear and meaningful goals for the museum and the relevant division	Application Form & Interview
	Builds robust strategies to translate the vision into reality	Application Form & Interview
	Monitors and reviews progress regularly, adapting strategies as necessary	Application Form & Interview
	Desirable criteria	
21	Postgraduate qualification in history or related subject	Application Form
22	Ability to read and speak a foreign language	Application Form

Additional Information

Benefits

The benefits listed below are discretionary and we reserve the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment in this post only.

- Our generous full-time equivalent annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- Access to our Pension Scheme arrangements including employer contributions.
- 20% discount in all IWM's on-site shops.
- A 25% discount in IWM's cafes.
- Free entry to a large number of other museums & galleries and their exhibitions which we have reciprocal arrangements with.
- Enhanced maternity and paternity benefits dependent on length of service.
- Access to our in-house training programmes and development
- Access to an interest free season ticket loan scheme after three months service.
- Access to a Ride 2 Work Scheme
- Access to our Employee Assistance Programme, and Career Development Advice.
- IWM staff also have access to The Charity for Civil Servants services and support.
- Eligibility to join the Civil Service Sports Club, securing additional discounts and benefits.
- Access to social events run by groups with IWM.

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept only CV's, you will be required to fill in an online application form.

If you have any queries please contact us at careers@iwm.org.uk

The closing date for receipt of applications is 9 am, Friday 15 July 2022

First round interviews will be held on Wednesday 3 and Thursday 4 August 2022. If you are successful at round one you will be invited to attend a second interview on Thursday 11 Aug. Please note that the interview date(s) has been specifically chosen according to the availability of the panel. You are advised to keep this date free if you are interested in this vacancy. We are unable to reschedule interviews.

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

IWM is committed to a policy of Equal Opportunities.

We miss out when people feel IWM isn't for them, and are committed to removing and reducing barriers to make IWM open to everyone.

Our Access and Inclusion strategy has been developed to promote openness, equal opportunities to access, inclusivity and encourage diversity in everything that we do, from employment practices, the services we provide to our visitors to the facilities we make available to public.

At IWM we seek to address the need for greater diversity within our workforce as well as the wider museum and heritage sector. In all our practices we embrace diversity and promote equality of opportunity and we welcome applications from suitable candidates of all backgrounds.

IWM is committed to safe recruitment and all necessary disclosure and barring checks are mandatory, with higher level checks including Barred Lists for all sensitive roles.