



THE COLLEGE OF OPTOMETRISTS

Job Description

Job Title:	Knowledge & Research Assistant
Department:	Knowledge & Research (K&R)
Reports to:	Museum Curator
Key internal relationships:	Museum Curator Library and Information Services Manager (LIS Manager) K&R Manager Director of K&R
Key external relationships:	College members General public College staff and associates
Key areas of influence:	Customer support Admin support across Knowledge & Research business areas

Purpose of the role

The purpose of the role is to provide cross-team, high quality administrative support to the Knowledge & Research department of the College, with a primary focus on our Museum and our Library and Information Service, with some cover for the Research team where required. This role is intended to support and enable the Knowledge & Research Department to operate efficiently and to support the department to deliver key administrative aspects of the College's new Strategic Plan, Research Strategy, Museum 5 Year Plan, and Library and Information Services Strategy.

To work as part of the Knowledge & Research department across its three small, specialist teams, to the specific policies and standards set within this area.

Main responsibilities

1) Knowledge & Research (K&R) Team (team-wide responsibilities)

- a) To support the K&R Team with internal and external events, such as the museum Open House and special Museum and Library events. Where feasible, support the College Events Team with events such as the College's annual conference and Diploma Ceremony.

2) Museum

- a) Supporting the Museum Curator to welcome visitors to the Museum and assisting with the delivery of guided tours and / or the supervision of researchers, artists and writers while they use the museum.
- b) Assisting with the movement and relocation, storage, packing, documentation and audit of museum collections.
- c) Assisting with Museum and heritage projects such as the Eye Health Voices oral history project, for example by making and editing recordings and providing project administration.
- d) Assisting with museum and College building events, welcoming and recording guests, and liaising with the College's events team and building manager.
- e) Assisting with the maintenance and set-up of building, including light cleaning inside display cases, re-positioning of items that have moved through vibration, insect and pest monitoring etc.

3) Library and Information Services (LIS)

- a) **Assisting the LIS Manager with resource services to members**
 - To perform general circulation tasks, including the issue, renewal and return of books and other resources using the Library Management System; sending books out by post, and shelving returned items
 - To maintain members' OpenAthens accounts; set up new accounts on request, and the renewing of existing accounts
- b) **Maintaining and processing library resources**
 - To catalogue new library material using the Library Management System
 - To keep the library collections in order; shelve library resources after use, perform regular shelf-checking, and keep the library area tidy
- c) **Assisting the LIS Manager with enquiries**
 - To answer enquiries about loans, renewals and returns
 - To support the LIS Manager by checking the Library email in-box each day, responding to queries within the LIS Assistants remit, and highlighting to the LIS Manager messages that require their attention
 - To assist visitors to the library
 - To record enquiry statistics

4) Research Team - Providing Research Team Administration Support:

- To provide administrative support to the Research team to provide cover for Knowledge & Research Coordinator's non-working days (currently Thursdays and Fridays).
- To solicit agenda items, take minutes and arrange meetings for the Knowledge & Research team.
- To monitor the Research inbox and CRM enquiries assigned to team members, coordinating responses within the agreed timeframes, and ensuring messages are triaged to the correct person to develop full responses.
- To handle incoming calls for the Research Team.
- To support Research Team members with project administration.
- To support the Director of K&R and the K&R Manager in monitoring team budgets, including logging expenses and invoices, completing credit card logs, and collating receipts.
- Assist the Research Team with administrative support for external partners, including meeting coordination and minuting and website maintenance.

5) Other College work

- a) Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.
- b) Ensure that at all times, you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

- c) Act in accordance with the College values.

Person Specification

- Attention to detail
- Excellent Communication skills
- Good customer service experience
- Careful planning and organising
- Flexibility/adaptability
- Proactivity

Knowledge, experience, qualifications, personal attributes

Essential:

- Experience of working in a busy, customer-facing administrative role
- Excellent IT skills and experience in MS Office
- Experience of using a range of administrative systems and procedures
- Good general level of education

Desirable:

- Good online searching skills using a range of databases
- Experience of working in a museum or gallery environment, or other public facing role with similar characteristics; or of a library and information service, and of using a Library Management System; OR of
- Knowledge of library resource platforms, including Discovery and OpenAthens
- A library or information services degree or qualification
- Experience in the charity and not-for-profit sector and/or membership organisation
- Experience using website building platforms such as Wix to create and update websites

Additional Information

This is a part-time on-site role. While there will be scope for occasional home working, this post is primarily on-site at the College's office in London.

Equal Opportunities and Inclusion

The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination. We value the differences that a diverse workforce brings to the organisation.

Our values



We act with integrity
and transparency



We listen
and we learn



We demonstrate respect
and professionalism



We achieve
high quality



We champion diversity
and inclusion



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