



JOB DESCRIPTION

Job Title:	Deputy Head Registrar
Section:	Loans Section
Department:	Exhibitions & Loans
Division:	Commercial, Digital and Exhibitions
Pay Band:	£33,181 - £39, 883 per annum
Contract:	Permanent
Reporting to:	Head Registrar

Purpose of Job:

To be responsible for managing the loan of objects from the Museum to external exhibitions, ensuring that the short-term and long-term loan programme is managed efficiently and in accordance with the Museum's Collections Management policy and procedures. Develop, enhance and protect the Museum's relations with external parties in the UK and worldwide through the efficient provision of loans to exhibitions, as an integral part of the Museum's national and international strategies.

To support the Head Registrar in relevant activities and assist in the promotion of a high standard of Collections Management practice in the Museum.

Background

The Victoria and Albert Museum supports an extensive programme of loans from its collections: each year over 1,200 objects travel on short-term loan to approximately 200 venues in the UK and overseas. The Loans Section is responsible for these objects in transit and while at the borrowing venue, and for ensuring the Museum's collections management standards and recognised good practice are applied to all loans. The Section is responsible for the co-ordination and administration of all aspects of each loan, arranging security checks, insurance, packing, shipping, couriers, and cost estimates for packing and conservation. Working closely with the Collection Departments, the Loans Section acts as the principal point of contact with borrowers, negotiating the practicalities of transport, installation and display to ensure that V&A objects are seen all over the world, and the risks associated with this activity are mitigated as far as possible. Outside the Museum a network of international communications is maintained between fine art agents, curators, exhibition organisers and registrars.

In addition to short-term loans the Museum has more than 1,600 objects on long-term loan to over 130 venues in the UK and abroad. The Loans Section is responsible for the

administration of this programme and ensuring that all objects are covered by a current loan agreement.

The Section is also responsible for the administration of short loans into the Museum for temporary Displays, and long-term loans into the Collections, ensuring that a current loan agreement is in place and that the Museum's liability is covered by the Government Indemnity Scheme.

Main Duties:

1. Undertake initial discussions regarding loans process with potential borrowers, informing them of the likely course of the loan and ensuring they have essential information on the loans conditions, costs, and timescales. Allocate loan projects to the team of Assistant Registrars.
2. Draft and circulate papers for the consideration and approval of loans by the Museum's Board of Trustees, where objects are valued individually at over £1m or where they belong to a restricted collection. For those requests recommended for refusal, collate assessments and prepare papers explaining the case to the Museum's Collections Group, chaired by the Director of Collections. To discuss with stakeholder departments the reasons for refusal and ensure that the case for the recommendation is thorough and compliant with the Museum's objectives and policies.
3. Manage the operations of the short loans team, ensuring they meet the overall objectives of the Department. Supervise and monitor the progress of individuals' caseloads to ensure compliance with V&A policies and procedures, and ensure that all deadlines are met.
4. The post holder will be responsible for managing, motivating, scheduling the work and monitoring performance of a team of three Assistant Registrars, ensuring that they are properly recruited, trained and developed.
5. Assist with problem solving and, where difficulties arise, negotiate with exhibition organisers and designers as appropriate to minimise the risks to objects and to the realisation of the loan, and ensure the safety and security of objects while on loan, while meeting the requirements of the borrower. Ensure that the museum's liability is covered appropriately by a legally binding agreement with the borrower, and adequate insurance or indemnity cover is in place for objects on short loan out.
6. Maintain an overview of the museum's loan commitments, advising where proposals can and cannot be accommodated. Monitor and negotiate the provision of resources available across the Museum to support the loans programme, in consultation with senior colleagues in the curatorial and conservation departments.

7. Ensure that museum staff members are trained to the highest possible level of skill and awareness to courier museum objects worldwide and achieve the safe installation and retrieval of those objects to the satisfaction of the borrower and the museum. Ensuring those couriers are equipped to represent the highest values of the V&A. Provide 24-hr emergency assistance for couriers whilst on museum business, assisting the courier with making sound judgements and workable solutions in the face of difficulties arising on site.
8. Manage and coordinate a caseload of new loan out projects comprising of short notice, large/ complex loans to new areas and reciprocal projects with cultural partners outside the usual pattern of the short-term loans programme.
9. Ensure that a detailed computerised loan record is maintained for all short-term loans; ensure that accurate loan statistics are available at all times and produce regular statistics and reports on the loans programme and Loans Section activities. Provide a mechanism for loans information to be accessible via the V&A website; ensure that the loan preparation cost recovery mechanism is implemented and maintained.
10. Conduct review of loan procedures to ensure that the best service is offered to borrowers, and that the Museum operates as efficiently as possible. Support this with regular revisions of all procedures relating to the short-term loan of objects and courier provision.
11. Support the Head Registrar in relevant activities and assist in the promotion of a high standard of collection management practice in the Museum. Advise and provide guidance on V&A policy and procedures both internally and externally, and act as deputy for Head Registrar as Head of Section when absent.
12. Provide regular training to V&A staff and external groups on courier and registrar practice;
13. Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures.
14. Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises.
15. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.

Essential requirements

1. Degree level qualification in a museum-related discipline or equivalent experience.
2. Substantial experience in the museum or heritage sector, especially in a registrar or collections management role.
3. Thorough understanding of the requirements of the safe movement of objects within the UK and overseas, display standards and materials. Practical courier experience.
4. Thorough knowledge of the UK Government Indemnity Scheme as it applies to national and non-national institutions, and the coverage offered by a range of other national indemnity schemes and commercial fine art policies.
5. Sound grasp of the demands and realities of international land and airfreight. Knowledge of the Known Consignor Scheme, contributing to ensure that standards of security are maintained day-to-day in object preparation areas.
6. Sound judgement in assessing and balancing risk in practical loan matters, and ability to explain such reasoning clearly and persuasively.
7. Project management experience and ability to meet specific deadlines, whilst observing best practice and procedures.
8. Excellent co-ordination, organisational, time management, and prioritisation skills. Proven ability to pay close attention to detail, and manage multiple projects at various stages of development.
9. Excellent teamwork, motivational and leadership skills. Ability to prioritise and allocate workload to available resource appropriately.
10. Excellent communication skills both orally and in writing. Ability to analyse, synthesise and report on information, communicating effectively and diplomatically at all levels, both to internal and external stakeholders.
11. Proven negotiation and influencing skills.
12. Problem solving skills and ability to assess complex situations and devise and propose innovative solutions to difficulties. Self-motivated with a proactive attitude and high level of initiative.
13. Excellent interpersonal skills, with a flexible and positive approach to all aspects of the job. Ability to remain calm and deal courteously with people whilst working under pressure.

14. Good IT skills and particularly proven experience of using collections management systems /databases, and the sector standards underpinning such applications

Desirable

1. Line management experience.
2. Working knowledge of a foreign language.
3. Experience working internationally with a range of cultures.
4. Knowledge of or interest in the V&A and its collections.

OTHER INFORMATION

Hours/Salary:

Net working hours (i.e. excluding meal breaks) are 36 per week.

The salary for this role will be £33,181 - £39, 883 per annum. Salaries are reviewed on an annual basis.

Annual leave:

28 days plus 8 days public holidays

Pension benefits:

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits:

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after completion of your probationary period.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Application process:

Please apply online via the V&A's website at www.vam.ac.uk/jobs

We are committed to promoting equality, diversity and inclusion through all our employment policies and practices. For this role, we particularly welcome applicants from those who are significantly underrepresented at the V&A such as men and individuals from black and minority ethnic communities, who meet the requirements of the person specification.

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact Vacancy Filler directly on 01509 236434, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Closing date for receipt of applications is midnight 10 December 2019.

Interviews will be held in the week commencing 16 December 2019. Interview expenses will not be paid unless there is a prior agreement.