

## Job Pack – Skills & Research Assistant

Hello, and thank you for your interest in joining Icon! We're delighted to be recruiting a new person to join the Icon team as our Skills & Research Assistant.

As with many cultural heritage organisations Icon weathered a challenging couple of years due to the Coronavirus pandemic. However, responding to COVID also created a worthwhile opportunity to take steps to re-assess our priorities and make changes to our business to ensure that we have the right mix of skills to secure a stable future – and hopefully to grow. We have recently launched our new strategic plan, which has some ambitious ideas about how we can support the development and recognition of the conservation profession, as well as diversifying and growing our membership base. We think that this is an exciting time to be expanding our staff team.

So, we look forward to receiving your application, which we're asking you to submit by **9am on Monday 1<sup>st</sup> May 2023**. We are planning to interview shortlisted candidates by Zoom on **Tuesday 16<sup>th</sup> May 2023**.

Kind regards

*Sara Crofts, Chief Executive*

### About Icon

Icon (the Institute of Conservation) is the professional membership body for the conservational professionals and a charity working to safeguard cultural heritage.

**Icon's vision** is to protect, preserve and promote our treasured cultural heritage through cultivating skilled conservation professionals, supporting meaningful collaboration across the profession, and delivering our commitment to public engagement and advocacy.

**Icon's mission** is to represent and support the practice and profession of conservation by promoting the value of caring for cultural heritage and upholding high standards and ethics in conservation practice. Icon also ensures that the guardians and owners of objects, buildings and collections can access knowledgeable and passionate professionals to help them to safeguard the tangible remains of our shared past for the future.

Our Members are supported through skills development, networking opportunities, advocacy, education and training. We are the authoritative source of information on conservation practice, policy and the profession.

## What we do

From the Magna Carta to your grandmother's jewellery to a rare first edition of your favourite book – we aim to preserve the items that matter most to people, and to advance public understanding of conservation.

Icon represents the interests of conservation to decision makers on issues that affect cultural heritage, from skills to education to funding. We want everyone to see how cultural heritage helps understand our past, present and future, which is why we do our best to celebrate and share the impact of conservation.

We give confidence to the public that cultural heritage is protected to the highest standard. Icon Accreditation acts as the quality assurance that cultural heritage is cared for by fully qualified and capable professionals. The Conservation Register is our free online tool helping the public conveniently find and access a conservator they can trust.

Icon welcomes everyone with a passion for cultural heritage and helps members create a deeper connection to their interests. Our programme of events, and easy access to support and information maintains and drives excellence in the profession.

### We place great importance on our values so we will:

- **Work with integrity:** We are open and honest and do what we believe is best for our shared cultural heritage, the public and our members.
- **Be inclusive:** We value diversity and ensure that opportunities are open to all those who want to care for our heritage.
- **Be forward-looking and outward-looking:** We keep our eyes on the horizon and on the world around us
- **Be ambitious:** Both for our organisation and the things we believe in
- **Be collaborative and generous:** We work with our members and partners to share learning and achieve the best results together
- **Uphold high standards:** We value, support and promote the expertise and professionalism of our members and partners

For more information, please visit our website: [www.icon.org.uk](http://www.icon.org.uk) where you can also find out more about our [staff team](#) and [our impact](#).

## Job Description

Job title: Skills and Research Assistant  
Location: Hybrid (2 days / week in London Office)  
Hours: 1.0 FTE (35 hours per week)  
Salary: £23,500  
Term: Temporary (3 months)

**Overall purpose of the job:** You will be a key part of the small team which is committed to supporting the development of skills and knowledge in the conservation workforce. You will primarily work closely with our Head of Skills to deliver our Heritage Innovation Fund project, supported by the National Lottery Heritage Fund. The project is focused on research into skills shortages relating to industrial heritage conservation. You will also provide general administrative support for the Skills Team including setting up training events using our events booking system.

### Core tasks and responsibilities

#### *Research*

- Working with the Head of Skills to undertake research into skills shortages relating to industrial heritage conservation. Work to include quantitative and qualitative research with stakeholder groups and analysis of findings.
- Arranging Steering Group meetings and taking notes.

#### *Events administration*

- Managing our 'events' inbox, responding to queries from Group members and event delegates.
- Setting up events on Icon's event management system and preparing mailing campaigns to promote events to potential delegates.

#### *Training and development*

- Supporting the Accreditation Manager and Skills Officer in the delivery of Icon's system of professional accreditation, including by collating and sharing applications with volunteer accreditation committee members and supporting the review of our system of mentoring.
- Maintain up to date records for Icon volunteer roles.

You may also be asked to undertake other duties by the Head of Skills or the Chief Executive from time to time.

### Key objectives

- 1) Effective research and analysis of quantitative and qualitative data leading to accurate and reliable research to inform skills development initiatives.
- 2) Support member satisfaction by delivering excellent customer service and fostering positive member experiences and helping members to make the most of their relationship with Icon.

Performance objectives will be set for this role in accordance with Icon's performance management process.

Icon is committed to staff training and development, individually and as a team. In common with all staff you will have a responsibility for identifying your own personal and professional development needs, and for drawing attention to organisational training needs.

### **Access**

Icon is happy to meet any needs for reasonable adjustments, or to adjust existing practices and procedures to meet access requirements. We will also support team members to apply to Access to Work to cover relevant costs. Our office building has step-free access from the street and an accessible lift. There are unisex and wheelchair-accessible toilets. Assistance dogs are welcome.

### **Person specification**

#### ***Training, experience, and qualifications***

- Qualified to GCSE (or equivalent) Grade C or above in English and Mathematics
- Experience of working in a small team in an office environment
- Experience of organising and minuting meetings with a range of participants

#### ***Knowledge, skills and competencies***

- Excellent knowledge of Office365 software including Word, Excel, PowerPoint and OneDrive
- Ability to gather, structure and present information clearly, accurately and concisely
- Disciplined approach to record keeping and maintaining high levels of data accuracy
- Effective time management and an ability to prioritise a complex workload in a busy environment
- Ability to communicate in a polite, friendly and helpful manner in person and on the phone
- Diplomacy and ability to respond cheerfully when handling difficult enquiries

#### ***General attributes***

- Willingness to uphold to Icon's values and follow our organisational policies and procedures
- Ability to work closely and collaboratively with a range of colleagues, including volunteers
- Enthusiasm for championing diversity in all its forms and for promoting equality and inclusion with the workplace and organisation
- Willingness to alter patterns of working to meet organisational needs if required
- Willingness to attend occasional events and other off-site functions outside office hours
- Interest and enthusiasm for heritage and conservation

## How to Apply

Please complete the job application form and email it to Patrick White, Head of Skills ([pwhite@icon.org.uk](mailto:pwhite@icon.org.uk)). However, if there is a different method that you'd prefer to use due to your access needs, please let us know. We want to remove as many barriers to applying as we can. If you have a specific question about the role, please contact Jess Lock

We need to receive your application by **9am on Monday 1<sup>st</sup> May 2023**.

## What happens next?

We recognise how much time and effort goes into writing and submitting an application, so we'll review each application with care and attention. We are particularly interested in how you meet the skills and competencies mentioned in the person specification above.

We currently anticipate hosting interviews on **Tuesday 16<sup>th</sup> May 2023**. If this date does not suit you, please tell us in your application. For this role, interviews will be held virtually on Zoom. We may also conduct interviews in person in London, for candidates living within a commutable distance.

If you are selected for interview, we will send you the interview questions in advance, usually the day before the interview. (We do this so that people don't over prepare; an interview is not an exam, and the questions don't require research or have 'right' or 'wrong' answers.)

We may set a task before or during the interviews – you will receive more information about this if you are selected for interview.

## Decision-making and feedback

We hope to let you know by **5pm on 5<sup>th</sup> May 2023** if you are being invited to interview. We will let you know if our timelines change, and you will hear from us no matter what the outcome of your application.

If your application does not result in an interview, we will let you know, but sadly we can't offer feedback if we receive over 15 applications for a role as we don't have the staff capacity. If you are interviewed but are unsuccessful, we will be happy to share with you the areas in which we felt your interview and application could have been stronger by email or in a short (10min) video or telephone call.

## Inclusivity, diversity and access

As an organisation Icon values diversity and recognises that the disparate range of backgrounds, experiences, views, beliefs and cultures represented within its staff and membership greatly enhances our organisation. Icon is therefore committed to supporting, developing and promoting equality, diversity and inclusion in all of its practices and activities.

We are also working hard to improve our practices regarding inclusivity, diversity and access. For example we have introduced a [Fair Access Policy](#) for Icon Accreditation and are implementing a series of other recommendations, but we welcome further suggestions. You can find out more about our aims and read our definition of diversity on the [Icon website](#).