



Welcome to our information pack for the post of:

Collections Systems Specialist

The following information is provided to assist your application. Information about the BFI can be found at our website: www.bfi.org.uk with information specifically about job vacancies at www.bfi.org.uk/about-bfi/job-opportunities

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Welcome to our information pack for the post of:

BFI Collections Systems Specialist

Thank you for your interest in the post. I hope that you find this information pack helpful and we look forward to receiving your application. The successful applicant will be joining the BFI at a hugely important and pivotal time. The post of Collections Systems Specialist will play a crucial role to ensure our success going forward.

1. How to Apply:

To apply please click the Apply Online button and complete our online application form, including a supporting statement regarding what you bring to the role and how you meet the criteria of the person specification. This includes our equality & diversity monitoring form.

You will not be able to upload additional documents as part of the online application process so please ensure all information requested is included clearly.

Please submit your online application by 04 February 2018.

First interviews will be held on 20 February 2018.

If you have any questions or want to discuss the post please contact me on 02079574819 or Rob.Scott@bfi.org.uk

Again, many thanks for your interest and I look forward to receiving your application.

Rob Scott
Collections Systems Manager

2. Job Advert

BFI Collections Systems Specialist

Salary £28,767- £33,657 plus generous benefits package

We are looking for a Collections Systems Specialist to support users of the core BFI systems software. The Collections Systems Specialist will be the first point of contact for all technical queries and be responsible for planning system developments and diagnosing issues.

To be successful you will have a proven track record of working in a technical support role or similar front-line user service area. You will have excellent IT skills and experience of using a collections management system, ideally Adlib. You will have an approachable and friendly manner and have a systematic and structured approach to problem solving.

Based in the BFI National Archive Conservation Centre, Berkhamsted, with regular travel to London you will enjoy benefits such as our pension scheme, excellent family support, 28-33 days annual leave, tickets to BFI festivals and events plus many others.

Further details about the post can be obtained by visiting www.bfi.org.uk/about-bfi/job-opportunities.

The closing date for applications is 04 February 2018.
First interviews will be held on 20 February 2018.



We support diversity and inclusion

3. The package - salary and benefits

All roles at the BFI are individually evaluated. This role is graded at Level 2B and the salary points for this grade as at 01 November 2016 are:

£28,767 (point 1)
£29,916 (point 2)
£31,116 (point 3)
£32,358 (point 4)
£33,657 (point 5)

We would normally aim to recruit to the minimum point of the pay scale, but will match to the nearest point within our pay scale (where possible) the successful candidate's current salary within a similar external role, if that is higher than our minimum point.

Staff Benefits

At the BFI we offer a wide range of benefits to staff including:-

- BFI pension scheme
- 28-33 days paid annual leave (excluding Bank Holidays)
- Support for working families: generous contribution to childcare costs; childcare vouchers; enhanced maternity, paternity and shared parental pay
- Employee Assistance Scheme covers you and your key family members across all life events
- We promote and support flexible working
- Free tickets to BFI Southbank screenings and events plus access to other BFI Events
- Loan Schemes such as season ticket and computer purchase
- Ride to Work Scheme
- £100 towards annual Health Club Membership
- Sight and Sound Magazine
- 35% staff discount on all food across BFI Benugo outlets, and 20% staff discount on alcohol
- 70% staff discount on BFI DVDs, 50% on books and merchandise plus 20% off other items at BFI Filmstore
- 40% staff discount on all retail, including upstairs concessions, at BFI IMAX – Odeon

Certain conditions apply on some benefits and these details are available from Human Resources. Some benefits are non-contractual and the BFI reserves the right to review benefits and withdraw benefits as appropriate.

Staff Engagement

The BFI takes our responsibility to engage and develop staff seriously. We carry out a range of activities to facilitate this, including:

- All employees are appraised each year and agree objectives and a development plan with their line manager
- Meetings are held regularly at Directorate, Department, team and individual level with 'all staff' events from time to time
- We regularly review our staff engagement strategies to see how we are doing

4. The BFI

The BFI is an internationally recognised cultural body, and the lead organisation for film in the UK. We are a Government arm's-length body and distributor of Lottery funds for film. We serve a public role which covers the cultural, creative and economic aspects of film in the UK. The BFI delivers this role:

- As the UK-wide organisation for film, a charity core funded by Government
- By providing Lottery and Government funds for film across the UK
- By working with partners to advance the position of film in the UK.

Our ambition is to create a flourishing screen environment in which innovation, opportunity and creativity can thrive by:

- Connecting audiences to the widest choice of British and world cinema
- Preserving and restoring the most significant film collection in the world for today and future generations
- Championing emerging and world class filmmakers in the UK - investing in creative, distinctive and entertaining work
- Promoting British film and talent to the world
- Growing the next generation of filmmakers and audiences

Founded in 1933 the BFI is a registered charity governed by Royal Charter. The BFI Board of Governors is chaired by Josh Berger CBE.

In November 2016 we launched [BFI2022](#), our strategic plan for film for 2017-2022. It focuses on the future, with three core priorities to support Future Talent, Future Learning and Skills, and Future Audiences.

The new strategy builds on the successes and direction of our previous five-year plan - *Film Forever* (2012-2017).

5. The Role

Job Description

Department:	Collections & Information
Post title:	Collections Systems Specialist
Grade:	2B
Accountable to:	Collections Systems Manager
Location:	Berkhamsted – with frequent visits to Central London
Main contacts:	External: System supplier account managers and technical support staff; Internal: Collections Systems Manager; Head of Data; all Collections Systems software users; colleagues in Data Department

Main Aims:

To provide support to users of the core BFI collections systems software; acting as the main liaison between users and the Collections Systems Manager. To be the first point of contact for technical queries and problem reports, taking responsibility for planning system developments and diagnosing systems issues, addressing them in conjunction with Collections System Manager and multiple systems suppliers.

Key Responsibilities:

Front line user support for the BFI's Adlib systems - Collections Information Database, Collections Search, Workflow, and barcode location control systems.

Front line user support for the BFI's Digital Preservation Infrastructure (DPI) – Imagen Web Media Asset Management, Spectralogic BlackPearl and Data tape libraries, and Dell EMC Isilon Network Attached Storage.

Frontline support for system integrations between Adlib and DPI environments.

Processing system issue reports submitted via online reporting forms, assessing their priority level, and diagnosing issues through discussion, analysis and delegation to appropriate stakeholders.

Troubleshooting system issues, aiming where possible to resolve technical problems before escalating further to Collections systems Manager, internal BFI support, or external system supplier support.

Work closely with system supplier support helpdesks to ensure logged system issues are resolved in a timely manner.

Develop user support resources and implement solutions to direct users to them and maximise their usage.

Develop and action schedules for routine system upgrades and maintenance.

Working with Collections Systems Manager, plan and implement new system developments to ensure that operational staff can make optimal use of the system, and that systems continue to function according to BFI organisational needs.

Assist and support the Collections Systems Manager on any issues relating to data cleaning and data analysis as and when required.

Provide cover for other colleagues as required and as appropriate. To be supportive and good team player, supporting others where you can, and actively participating in team meetings, events and the induction and training of new team members

Keep abreast of changes in best practice and technological developments to ensure that BFI thinking and practice is leading edge.

To be an ambassador for the BFI through maintaining a professional approach at all times.

Carry out all responsibilities in a way which supports BFI values and promotes equal opportunities, diversity and inclusion.

To carry out all responsibilities in a way which supports the BFI brand values of 'Approachable, Inspiring and Responsive'.

To undertake any other duties that may be reasonably required

Person specification

Minimum requirements

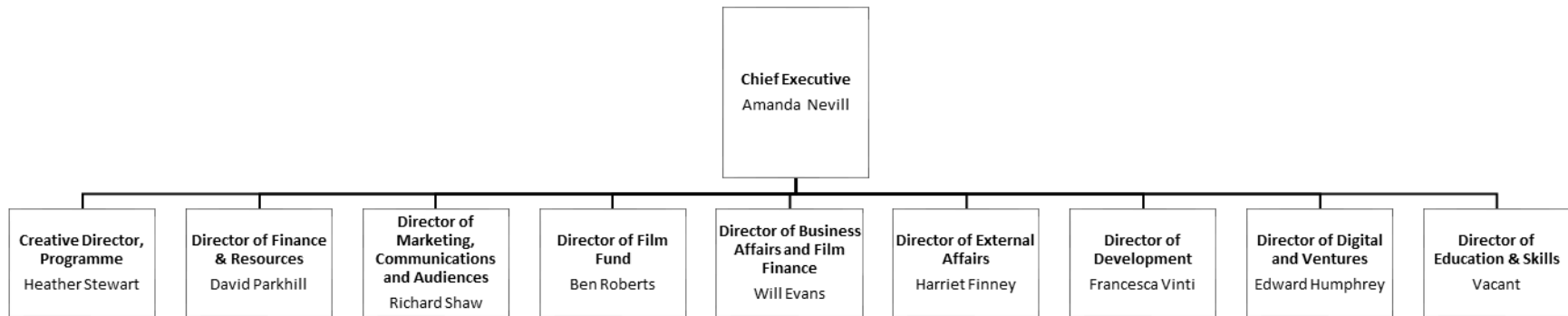
- Educated to degree level or equivalent, or with relevant experience.
- Excellent general IT skills, with a high level of competence using Windows operating systems, ideally with exposure to working within a Windows server environment.
- Proven experience of working in a technical support role or similar front-line user service area.

- Demonstrable experience of using collections management systems, preferably Adlib, and practical knowledge of their use in collections management procedures such as location and movement control.
- Demonstrable understanding of digital asset management and digital preservation, ideally including practical experience of using digital asset management systems.
- An approachable, friendly, and helpful manner. Must be able to communicate well with people at all levels within the BFI, both verbally and in writing.
- Excellent organisational skills with the ability to prioritise and to manage and meet deadlines.
- Systematic and structured approach to problem-solving.
- Ability to work unsupervised for extended periods of time, while ensuring that line manager is kept up to date on progress and significant developments.
- An understanding of the BFI's current activities, organisation and the scope of its collections.
- The ability to develop and maintain good working relationships with BFI colleagues, partners and stakeholders
- A demonstrable commitment to the principles of diversity and inclusion and its practical application and integration in the work environment.
- A commitment to continual professional development.

The postholder must at all times carry out his/her responsibilities with due regard to the BFI's Policies and Procedures.

Jan 2018

6. BFI Executive Structure:



8. Collections and Information: Documentation Department Organisation Chart

