

Local Studies & Archive Internship

Role Profile

Service: Customer Service, Culture & Libraries – Strategy & Resources
Band: Band 1
Reporting to: Local Studies & Archive Manager
Responsible for: No direct reports



TRAFFORD
COUNCIL

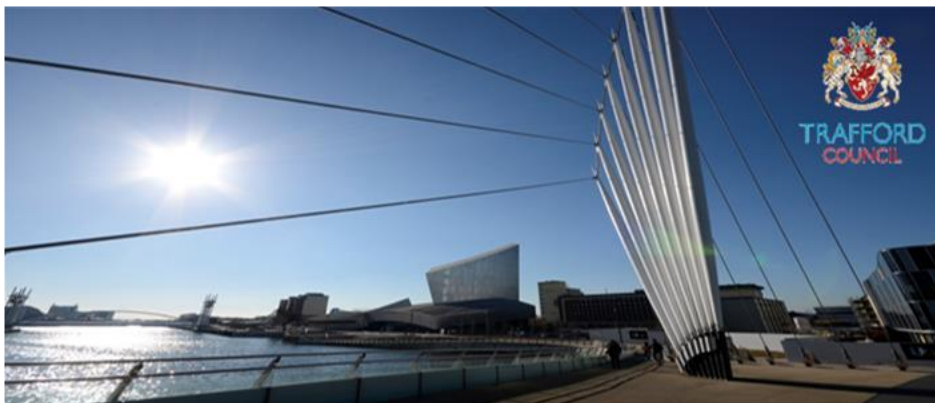
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Trafford Local Studies Centre (TLSC) manages and provides access to the Archives and Local Studies service. The TLSC collects and preserves material relating to the former towns and rural areas which, since 1974, make up the Metropolitan Borough of Trafford. Trafford's collections include archival records created by organisations or institutions, business records, and personal papers.

Your Main Priorities

- Supporting the Local Studies Advisors to deliver a high-quality Local Studies and Archive service to customers, in line with corporate customer care standards, national statutory guidelines, and best practices established by the National Archives.
- Locating, retrieving, handling and displaying items from our permanent archive and library collections.
- Helping to digitise and catalogue key items from Arts & Heritage and Building Plan collections.

Key duties

- Delivering a professional and helpful customer service on a day-to-day basis for the Local Studies and Archives service, providing high-levels of customer care in-person, by telephone, email, and web access.
- Helping to maintain and improve archive and local studies collection records, including accepting and recording of newly donated items, routine cataloguing, and uploading thumbnail imagery to the catalogue.
- Producing high and low resolution digital scans and assigning watermark templates to images.
- Packaging, boxing and labelling archives to appropriate preservation standards.

- Actively promoting the Council's aim 'to help people that are less digitally able to get online' by advocating the archive's digital services. This will include empowering customers to use online genealogical tools, collections catalogue, and the department website.
- Promoting the Local Studies and Archive service and products offered to the community, and helping customers to see the service as a first choice of access for communities and individuals.
- Carrying out a range of support duties to ensure the smooth running of the Local Studies and Archive service, including reporting any service issues to managers, receiving deliveries, recording statistical and other data as required.
- Getting involved in team meetings and one-to-one meetings to ensure the continual improvement of the service delivered to customers and the working environment.
- Carrying out any other duties commensurate with the grade which may be from time to time required by management.

About You

Qualifications and Professional Development

- Good standard of general education, including GCSE English and Maths grades 9-4 (A* to C) or equivalent level qualification
- Commitment to personal and professional development
- Willingness to undertake training as needed

Experience and Knowledge

- Experience of working in a customer service environment, assisting customers or positively interacting with members of the public
- Awareness of the service Trafford Local Studies provides to the public
- Desire to help members of the public and provide a professional customer service
- Interest in researching and learning more about the types of historical records archived and how they are safely stored
- Experience using IT software applications (e.g. Microsoft Word, Excel and Outlook) to complete daily tasks such as data entry

Skills and abilities

- Good interpersonal skills and communication skills with a wide range of people, both written and verbal

- Ability to work well as part of a team as well as on own initiative
- Developed literacy and numeracy skills
- Attention to detail
- Able to problem solve and think creatively to contribute to new ideas
- Good planning and organisational skills and the ability to prioritise your own workload and meet deadlines
- Capable of multi-tasking and working flexibly in order to adapt to changing work priorities and service needs
- Able to learn new concept and skills, taking ownership for keeping your knowledge and skills up to date

Special Conditions

- Some manual handling will be needed as part of this role such as lifting heavy archival standard boxes
- Climbing ladders will be needed as part of this role
- Willing and able to travel to sites within the Trafford Borough
- Unsocial hours/weekend work may be required

Date prepared/revised	New role – 01/05/2024
Prepared/revised by	M Wilkinson / R Pollard
Job Evaluation	30/04/2024

Health and Safety

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery.
To recognise the value of its people as a resource.