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| <b>Title</b>               | Principal Conservator (Objects & Built Heritage)  |
| <b>Reports to</b>          | Head of Conservation (Objects & Outdoor Heritage) |
| <b>Division/Department</b> | Objects & Outdoor Heritage                        |
| <b>Location</b>            | ICS, 53 Victoria Avenue, Chatswood                |

### 1. PURPOSE

The Principal Conservator Objects & Built Heritage is responsible for a wide range of conservation projects in the discipline of their training. As a technical expert, they are responsible for analysing and designing solutions for complex conservation challenges, providing expert technical advice and support, liaising with and educating clients about conservation options, and providing on-the-job training for work colleagues.

The Principal Conservator is widely recognised by peers as a leading practitioner in the field, who has up to date knowledge and expertise. They make positive and ongoing contributions to the conservation profession, eg. research, ongoing advancement of technical skills, training of others, sharing of knowledge in forums and conferences.

Day to day activities include coordinating and undertaking all technical aspects of conservation, planning and implementing projects, authorising quotations and invoices within their delegation, budget management, subcontractor liaison, disaster response, writing project reports, guiding work colleagues, and liaising with clients. They have a strong focus on maintaining a good flow of both internal and external communication.

Fostering client relationships and networking to promote future work opportunities is also an important element of the role.

### 2. REPORTING RELATIONSHIPS

The Principal Conservator Objects & Built Heritage:

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|--|---|
| <b>Reports to</b>                              | <ul style="list-style-type: none"> <li>• The Head of Conservation (Objects &amp; Outdoor Heritage)</li> <li>• other project managers when working on specific jobs</li> </ul> |
| <b>Regularly supervises work undertaken by</b> | <ul style="list-style-type: none"> <li>• conservators</li> <li>• conservation technicians</li> <li>• casual staff</li> <li>• subcontractors</li> </ul>                        |

### 3. DUTIES AND RESPONSIBILITIES UNDERTAKEN BY ALL ICS STAFF

This position description should be read in conjunction with the following documents:

- *Working at ICS: Position Guide*, which provides an overview of duties relevant to all ICS staff
- *Key Capabilities: ICS Technical Staff*, which provides a general guide to qualifications, experience and capabilities.

#### **4. MAJOR RESPONSIBILITIES**

##### **Conservation**

**Outcome:** On time, profitable, quality project outcomes are appropriate to client needs

- Develop conservation methodologies and quote on jobs in collaboration with team members and clients, including complex treatments, disaster response and preventive conservation.
- Conduct research and seek guidance from colleagues or contacts as required.
- Carry out conservation treatments to a high technical standard in accordance with the AICCM Codes of Ethics and Practice and the Australia ICOMOS Burra Charter.
- Work collaboratively in project teams, which may include conservators and specialist sub-contractors.
- Work with and guide other staff as required, both within the team and in collaboration with other ICS teams.
- Ensure up to date treatment records are maintained.

##### **Project Management**

**Outcome:** Project management skills are utilised to support successful job outcomes

- Use ICS processes and standard project management practices to plan and manage the delivery of profitable jobs.
- Communicate effectively with clients and colleagues about job requirements and work progress.
- Manage or support the writing of submissions and quotes.
- Actively identify and manage variations to scope on jobs.
- Ensure on time invoicing and record keeping for projects.

##### **Client Relations**

**Outcome:** ICS clients are confident about our work and value their interactions with staff, resulting in ongoing, productive relationships

- Develop and maintain key client relationships.
- Actively manage client expectations during the quoting and treatment stages of work.
- Identify ways to enhance job value (quality, financial, timing) for both clients and ICS, and discuss opportunities with ICS Management.
- Ensure clients are involved in decision-making at the earliest appropriate time.
- Provide regular advice to ICS Management about client feedback.
- Support ICS Management to effectively deal with client concerns.
- Represent ICS to key clients as their professional business contact.

### Teamwork and leadership

**Outcome:** ICS conservation and administration teams function smoothly to maximise productivity and well-being of staff

- **Support and mentor** team members, eg. develop manageable schedules, initiate discussions on difficult jobs, promote professional development.
- Incorporate opportunities for '**on the job training**' into jobs whenever possible.
- Work effectively with administration staff and managers to develop work schedules and client-focused strategies.
- Consult and take pre-emptive action on difficult jobs.
- Coordinate or participate in team meetings, and support team administration including work allocation, staff utilisation and company administration.
- Support colleagues to identify and manage difficult jobs.
- Nurture positive **team dynamics**.
- Facilitate procurement of appropriate **resources, materials and equipment** so the team can operate efficiently.
- Ensure labs and equipment are properly maintained.

### Work, Health and Safety

**Outcome:** ICS is a healthy and safe work environment for all staff

- Take reasonable care and cooperate to protect the health and safety of self and others.
- Identify the need for **risk assessments** and/or SWMS, and ensure these are implemented.
- Ensure **reporting** of injuries, accidents and hazards in a timely way.
- Model safe work practices in own behaviours.
- See Working at ICS: Position Guide for more detailed information for supervisors about *Safety and Well-being Responsibilities*.

### Business operations

**Outcome:** ICS administration and management processes support the delivery of positive financial outcomes

- Monitor **job progress** and initiate conversations with staff and ICS Management on problem solving.
- Support the timely production of timesheets, invoicing and monthly financial reports.
- Identify and implement operational improvements.
- Engage with and contribute to the achievement of ICS strategic goals.
- Assist ICS management with staff recruitment.

### Professional Development and training

**Outcome:** Personal career goals are nurtured and enhance ICS standing in the profession

- Actively engage in professional development opportunities aligned with ICS strategic goals.
- Maintain membership of appropriate professional and business networks.

### **Business development**

**Outcome:** Client relationships and networks are developed and maintained to promote prospective work opportunities

- Identify new business opportunities and work with new and existing clients to tailor ICS services.
- Work with ICS Management to implement marketing strategies.

### **Promotion of ICS**

**Outcome:** Staff professional links enhance awareness of the value of ICS work

- Represent ICS at conferences and forums through papers, talks and providing advice.
- Engage in networking to build the reputation of ICS, eg. through professional associations and client contacts.
- Model and encourage ICS staff engagement within the wider conservation and collection management professions.
- Contribute to ICS brand awareness strategies as required, including the provision of story content and images for ICS digital marketing.

### **5. ADDITIONAL DUTIES**

As required from time to time.

### **APPROVALS AND REVISION**

| <b>Written/revised by</b>           | <b>Approved by</b>      | <b>Approval date</b> |
|-------------------------------------|-------------------------|----------------------|
| Ruth Thompson<br>Operations Manager | Julian Bickersteth, CEO | 11 March 2020        |

## **KEY SELECTION CRITERIA**

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### **Skills and knowledge**

1. Ability to analyse and develop appropriate treatment methodologies for a wide range of complex conservation challenges in the relevant discipline.
2. Strong hands on technical expertise in the relevant discipline.
3. Up to date knowledge and engagement with current conservation practices and developments.
4. Demonstrated ability to complete work on time and effectively communicate with management and clients on work progress.
5. Excellent written and verbal communication skills in English, including technical report writing and client liaison.
6. Proficient use of business technology including Microsoft Office software and digital photography.
7. Sound working knowledge of, and commitment to, Work Health and Safety practices in the workplace

### **Personal attributes**

8. Strong interpersonal skills that bring positive contributions to the team environment.
9. Strong desire and ability to mentor and guide the professional development of co-workers.
10. Strong commitment to client service and building effective working relationships.
11. Outcomes-focused, with a level-headed approach, helpful attitude and excellent work ethic.
12. Strong, demonstrated commitment to the AICCM Codes of Ethics and Practice and the Burra Charter.
13. Enthusiasm for contributing to and furthering the work and aims of ICS.

### **Experience**

14. Minimum 12 years experience as a conservator after graduation with an appropriate tertiary qualification, including performance of technically challenging conservation projects.
15. Training and mentoring of team members to support development of skills and career.
16. Experience overseeing quality outcomes that align with client budget and scope, including managing expectations and pre-empting challenges.
17. Demonstrated positive and ongoing contributions to the conservation profession through active participation in forums, networks and conferences, or by presenting on current technical issues.
18. Previous experience of working in the private conservation/heritage sector will be valued.

### **Qualifications**

19. Tertiary qualifications in conservation, with training in objects and/or outdoor heritage.
20. Membership of the AICCM (Australian Institute for Conservation of Cultural Material) or equivalent other professional organisation, or eligibility to apply for membership.
21. Drivers Licence