

Digital Media Technician
Full Time - Leicester

Dear Applicant,

Thank you for your interest in the position of Digital Media Technician at Serendipity Institute for Black Arts and Heritage.

Please find attached more detailed information for the post, which includes:

- About Serendipity and Unearthed: Forgotten Histories
- Job Description and Person Specification
- Equal Opportunities Policy and Monitoring Form

To apply, please send us your CV outlining your skills and experience and a written statement and/or an audio/video presentation stating how you meet the person specification for the position of Digital Media Technician.

Your application should be sent to opportunities@serendipity-uk.com, with the words 'Digital Media Technician' followed by your name in the subject heading. The deadline for applications is 5.00pm on 30 June 2023.

Applications received after this time will not be accepted. Interviews are expected to be held the week commencing 10 July 2023.

We look forward to receiving your application.

Yours sincerely,

Pawlet Brookes MBE
CEO and Artistic Director
Serendipity Institute for Black Arts and Heritage.

Head Office

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About Serendipity Institute for Black Arts and Heritage

Serendipity Institute for Black Arts and Heritage is an internationally connected arts and heritage organisation that actively changes the UK creative and cultural landscape with an innovative and inspiring high-quality programme that centres perspectives from the African and African Caribbean Diaspora.

Serendipity's programmes include Black History Month Leicester, the Annual Windrush Day Lecture and the flagship dance festival, Let's Dance International Frontiers. Serendipity have established a legacy; hosting a growing living archive documenting Black arts, heritage and culture, documenting the voices of Black practitioners and community activists, nurturing artists to create high quality new work and mentoring young people.

Serendipity fosters innovative new work from artists, both emerging and established, bringing diversity to the forefront of cultural experiences for all.

With a 12-year track record working locally, nationally and internationally and the success of past projects funded by the National Lottery Heritage Fund, *Lost Legends* and *Archiving the Past: Reflecting the Future*, this opportunity comes at an important point in the Serendipity's development with a three-year project that builds upon our heritage work thus far in the form of *Unearthed: Forgotten Histories*.

About Unearthed: Forgotten Histories

Unearthed: Forgotten Histories is a forward-thinking initiative that seeks to make a structural difference to the recording, documentation and sharing of Black history and heritage in the UK. Serendipity are building a digital living archive that encompasses the history of the African and African Caribbean Diaspora across the Midlands. By amplifying the historical picture and telling stories from a different perspective the archive aims to give back hidden histories for everyone to share. Educational resources, events and exhibitions are planned to give the opportunity of interaction, reinterpretation and the repositioning of the gaze of the heritage.

Alongside this, Serendipity is leading on the Young Archivists an accredited training programme inspiring a diverse range of future heritage experts, currently underrepresented in the sector, at different stages in their careers with training and mentoring. Opportunities for volunteers are also available to develop high-quality skills to support the collection and preservation of oral histories and archival material.

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The project seeks to highlight histories from communities across the Midlands that might have been lost, forgotten or ignored, using technology in innovative ways to tell and share stories, ultimately creating a legacy for all to engage with beyond the project and long into the future.

Purpose of the Role

The role of Digital Media Technician has been made possible with funding from the National Lottery Heritage Fund thanks to National Lottery Players.

We are looking to recruit a Digital Media Technician to provide specialist technical and operational support. This post comes at an exciting time in the organisation's development with the start the delivery phase Unearthed: Forgotten Histories and the post will be central to the success of the project.

The Digital Media Technician will play a central role in the development and delivery of Unearthed: Forgotten Histories and support the digital archive, educational, volunteer work, cultural programming and documentation and user access. Providing digitisation and editing services ensuring that all work is carried out to the relevant technical standards and provide digital content for preservation, display and engagement purposed and or specific projects.

You will work closely with the Heritage Manager and Collections Archivist to establish and maintain rigorous and robust approaches to digital archiving and preservation and advise on specifications, quality control and verification processes to meet agreed quality standards and deadlines, assisting in leading Serendipity towards relevant industry accreditations.

The role will involve providing technical support with exhibitions, commissions and educational resources, AV installations and maintenance.

Working with digital media formats or audio-visual technologies and equipment, you will be able to recognise and diagnose technical problems, understand the potential issues and challenges of digital preservation and access requirements. By providing regular and disciplined media management for central and local storage you will ensure that digital media is well managed, available and secure.

Managing all technical equipment relating to digital preservation and access operations, including software and associated data storage peripherals in order meet digital acquisition, preservation and access objectives.

Providing a range of technical functions including media management, normalisation, quality control and ingest to the organisation's digital preservation infrastructure.

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Utilising and assisting with the development of, a range of automated and manual processes to check and conform digital media to agreed quality standards, with attention to digital preservation good practice.

Main Responsibilities and Duties

Digitisation

- Undertake the digitisation of collections as required.
- Work alongside the Collections Archivist to support, maintain and improve a robust digital infrastructure and ensure that digital polices are met.
- Support the Collections Archivist in developing and updating digital workflows to industry standards.
- Support the Collections Archivist in the research and cataloguing of media collections.
- Improve the condition of the media collections by implementing cyclical quality audits.
- Digitise and/or photograph collections from Serendipity's Living Archive for customer supply, engagement and preservation, ensuring the relevant technical standards are adhered to.
- Quality check output before supply to users and transfer to digital archive storage.
- Provide guidance and expertise on best practice to colleagues who are engaged in acquisition, access and preservation of audio-visual media with regards to digital documentation and preservation.
- Provide editing, colour grading and restoration services for digital media.
- Work with the Collections Archivist to address access requests effectively.
- Retrieve and return media collections from storage sites, including working in temperature-controlled environments, adhering to risk assessments and use of PPE.
- Ensure digital elements are suitable for purpose and make relevant adjustments or recommendations as necessary.
- Providing feedback on digital formats and processes as necessary, to ensure most appropriate formats are delivered.
- Prepare reports on the progress of processing, identifying issues or bottlenecks to the project delivery teams.
- Utilise and assist with the development of a range of automated and manual processes to check and conform digital media to agreed quality standards, with attention to digital preservation good practice.
- Utilise a wide range of software-based applications, both open-source and proprietary, to meet acquisition, preservation and access requirements.

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- Coordinate the movement of collections for digitisation, in line with relevant risk assessments and safe systems of work.

Research and Cataloguing

- Support the Collections Archivist and wider team when undertaking research for prospective customers.
- Work with the Collections Archivist advise on and implement the technical aspects of Serendipity's digitisation projects.
- Work with the Collections Archivist, assist in the technical support of cataloguing collections and update databases to industry standards.
- Work with the Collections Archivist and Heritage Manager assist with the research and procurement of external media.
- Use a wide range of technical equipment relating to digital media, including workstations with Mac, Windows operating systems, data networks and data storage devices, to support the digital media operations of the Serendipity activities including encoding, quality control, restoration and digital preservation.

Technical Support for Educational, Engagement and Exhibition Work

- Provide first and second line maintenance and support for exhibition AV equipment.
- Provide technical installation support for exhibitions both at Serendipity sites and external sites.
- Provide transfer services for external research and archive enquiries by the public and other organisations.
- Engage the public with the archives collection through producing new digital content
- Problem solve immediate AV faults to provide timely and creative solutions to ensure visitors and users expectations are met.
- Organise viewing sessions for archive users, donators and loaners.

Maintenance

- Undertake regular and disciplined media management for relevant storage resources, with attention to established policies, standards and best practices.
- Support the maintenance of film, video, audio visual, digitisation and IT equipment at Serendipity and associated sites.
- Assist the Heritage Manager with a disaster management plan, review and reassess regularly.
- Oversee and update the inventory of AV, technical and digital storage equipment.

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- Carry out quality reviews of digital items including sumcheck, file fixity and audits and create plans for solutions
- Provide technical support for conferences, talks and roundtables as required.
- Liaise with third party contractors, IT web and digital to troubleshoot any issues with AV, technical and digital storage equipment.
- Support the Collections Archivist with the delivery of the practical and technical elements of the Young Archivist course, work placement and volunteer training.
- Support the Collections Archivist in raising the profile of the media collections and extending public engagement and understanding.
- Support the recovery of digital assets and media equipment in the event of a disaster.
- Carry out other duties appropriate to the grade of the post and that meet Serendipity's overall objectives.

General duties and responsibilities

The duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. All Serendipity employees are required to undertake the following general duties:

- Carry out such other duties as may be reasonably requested by their line manager, or any more senior manager commensurate with the grade of the role.
- Travel to locations across the county and beyond as required (please note that reasonable adjustments will be considered for this factor as required by the Equalities Act).
- Compliance with GDPR and Data Protection legislation and confidentiality.
- Compliance with health and safety policies and procedures, and risk assessments.
- Share in Serendipity's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
- Be aware of Serendipity's Equality and Diversity policies and actively promote equality of opportunity and diversity and inclusion for all staff, contractors, volunteers and stakeholders.
- Commitment to continual professional development
- Ensure proper record keeping, filing and archiving of all communications and documentation related to your area of work.
- Act as an ambassador to support and improve awareness of the Serendipity and key partner's activities representing Serendipity at events and meetings as required.
- Carry out all duties in accordance with Serendipity policies, procedures and practices;
- Behave in a manner consistent with Serendipity values and code of staff conduct.

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- Managing collateral intellectual property that will be used in promotions for permissions for use of imagery, video and audio etc and liaising with intellectual property holders for permissions.
- Database management in relation to the project's audiences, partners and collaborators.
- Contribute to the delivery of Serendipity's mission and vision.
- To uphold collective responsibility, knowledge sharing and team working across the organisation.

Person Specification

Essential: Experience or Skills

- HND in media or technical subject such as Media Production or Media Technology, or relevant industry/sector experience working in a digital audio-visual media role.
- Understanding of Digital Preservation practices and technologies, and their application to audio visual media, including but not limited to NDSA and digital preservation standards, GDPR, information, privacy and copyright.
- Advanced IT skills and confidence in using complex software and digital storage systems
- Ability to recognise and diagnose technical problems with digital media and where appropriate deliver first line remedial action.
- Excellent organisational skills, attention to detail and a flexible approach to work, with the ability to prioritise to meet strict deadlines and high technical standards
- Commitment to accuracy and meticulous attention to detail.
- Ability to undertake data entry and editing with good attention to detail and accuracy
- Knowledgeable about risks that can affect the sustainability of a small organisation and their digital property, such as forward compatibility, loss of data, digital obsolescence, file integrity and the ability to recommend and implement strategies that mitigate these risks.
- A proven track record of promoting and supporting diversity and inclusion.
- Experience of working with a wide range of digital audio-visual formats, equipment and software and of transcoding, file finishing, and back-up systems.
- Experience of creating and editing structured data in tools such as Microsoft Excel, Google Sheets or Libre Office, ideally with some use of bulk data processes
- Experience of using motion picture film scanners, broadcast video equipment, editing, colour grading, digital storage systems and small gauge film, photographing 2D and 3D objects and digitisation equipment.
- Knowledge of issues around cultural diversity in the heritage sector.
- Awareness of the need for care and attention when handling collections.

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Desirable

- An interest in history/heritage/art and archive collections.
- Experience of working within an arts, museum, archive or cultural heritage organisation.
- An understanding of how the NDSA Digital Preservation Infrastructure helps Serendipity to achieve its cultural and national objectives or a willingness to learn.
- An understanding of Copyright, Data Protection and licensing issues relating to digital media or a willingness to learn.

Hours:	To suit hours of business, including some evenings and weekends. Usually 9:30am-5.30pm (including 30-minute break), Monday-Friday. 37.5 hours per week.
Contract:	Initially six-months probationary. Fixed terms until March 2026.
Salary:	£23,690 Per annum.
Start date:	July-August 2023
Deadline to apply:	30 June 2023, 5:00pm

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