Section 1: Job Description

**Job Title:** Quality Assurance Officer & Team Leader  
**Post No:** 2  
**Band:** C  
**Job family:** Science & Scientific Information  
**Directorate:** Science  
**Section/Dept:** Digital Collections/Digital Revolution  
**No. of Direct Reports:** 2-5  
**No. of Indirect Reports:** 0  
**Reports to (Position):** Operations Manager

**Job Purpose:**
To deliver Kew’s mission by accelerating global access to baseline biodiversity information, through contribution to the Open Herbarium Programme. The post holder will be part of a large team dedicated to the digitisation of the Herbarium and Fungarium specimens at Kew. The Quality Assurance Officer will review and ensure the quality of the digital output meets agreed standards.

**Job Context:**
The RBG Kew’s mission is to be the global resource for plant and fungal knowledge, building an understanding of the world’s plants and fungi upon which all our lives depend.

RBG Kew was founded in 1759 and operates across two sites: Kew Gardens in London, a UNESCO World Heritage Site, and at Wakehurst in Sussex, which is the home of RBG Kew’s Millennium Seed Bank. We use the power of our science and the rich diversity of our gardens and collections to provide knowledge, inspiration and understanding of why plants and fungi matter to everyone.

Kew has secured funding to digitise the Herbarium and Fungarium collections, the largest collections of preserved plants and fungi collections in the world consisting of round 8.25 million specimens (see [https://www.kew.org/science/our-science/publications-and-reports/science-reports/kew-collections-strategy](https://www.kew.org/science/our-science/publications-and-reports/science-reports/kew-collections-strategy)). The aims of this large project, are to increase access to Kew’s collections, provide a digital backup of the collections providing mitigation of loss through disaster and increasing curatorial efficiency, providing a source of data to facilitate strategic and novel science and provide platform for increased grant income.

Reporting to the Operations Manager the postholder will be a member of the Digital Collections team in Kew’s Digital Revolution Department and part of a large project team.

**Accountabilities:**

<table>
<thead>
<tr>
<th>Accountability</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Quality assurance of specimen images and/or transcription. Reporting where digital content does not meet agreed standards and ensuring that rejected content is redone to the agreed standard.</td>
<td>65%</td>
</tr>
</tbody>
</table>
### Management of Resources

**Financial Responsibilities:** All staff are responsible for management of their own time and resources.

1. *None*
2.  

### Management of People

1. *Line management of up to five digitisation officers*
2.  

### Position within the Team

```
       +-----------------+          +-----------------+          +-----------------+          +-----------------+
       | Operations Manager |          | Quality Assurance Officer |          | Quality Assurance Officer |          | 3 x Data Managers |
       +-----------------+          +-----------------+          +-----------------+          +-----------------+
       | Fungarium Operations Manager |        | 4 x Digitisation Officers |        | 3 x Digitisation Officers |
       +-----------------+          +-----------------+          +-----------------+          +-----------------+
       | 2 x Digitisation Officers |        |                            |        |                            |
       +-----------------+          +-----------------+          +-----------------+          +-----------------+
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Section 2: Person Specification

Education and Experience

Essential

Educated in a related discipline to degree level or equivalent work experience

Excellent IT Skills, knowledge of MS Office software and experience of database use

Experience of preparing written reports and protocols

Experience of transcribing and imaging museum or natural history specimens.

A competent understanding of taxonomy, nomenclature and geography.

Experience of working effectively in a team in a supervisory or training capacity

Desirable

Experience transcribing and imaging Herbarium Specimens

Experience of managing digital collections

Experience of managing other staff, students or volunteers

Job Specific Competencies

Essential

Must be a proactive communicator, able to establish good relationships with other team members and communicate with clarity and confidence face-to-face, by phone, and email. Will be required to carefully and accurately document methodology and feedback issues on Quality. The post-holder will work closely with colleagues in the same or similar posts, sharing experiences and knowledge.

Able to support, manage, and motivate staff to achieve personal and team targets

Able to produce reports on team progress and suggest improvements to enhance the effectiveness of the team.

Time management and prioritisation, record keeping skills, organisation of documents and data.

Very strong attention to detail and accuracy, especially with regard to quality-checking against defined standards

Able to adapt project targets into day-to-day work plan and adapt working schedules

Strongly self-motivated, able to work independently.

Able to provide representation of Kew to project partners and other visitors in a positive and engaging manner.

Desirable

Able to read other languages and read/interpret old written labels.

Able to pick up new software rapidly and document its correct use in the context of the project.

Experience of working efficiently in a large team with many stakeholders

Kew Competency Framework:

<table>
<thead>
<tr>
<th>Competency</th>
<th>Essential (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Seeing the big picture</td>
<td></td>
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<tr>
<td>2. Changing and improving</td>
<td></td>
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<tr>
<td>3. Making effective decisions</td>
<td>✓</td>
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<td>4. Leading and communicating</td>
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<td>5. Collaborating and partnering</td>
<td>✓</td>
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<tr>
<td>6. Building capability for all</td>
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<tr>
<td>7 Achieving commercial outcomes</td>
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<tr>
<td>8 Delivering value for money</td>
<td></td>
</tr>
<tr>
<td>9 Managing a quality service</td>
<td>✓</td>
</tr>
<tr>
<td>10 Delivering at pace</td>
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