

Job Title: Oral History Program Manager

Summary: Gates Archive is the private archive of the personal and philanthropic collections of the Gates family. Committed to creating a culture of learning and belonging, we are a team working to build a next generation archive with a focus towards digital-forward processes.

The role will, under the direction of a Manager, be responsible for leading successful end-to-end Oral History program operational activities and projects in alignment with organizational strategic goals and timelines. This position engages in program evaluation, feedback, and process improvement cycles to ensure high quality outputs. In addition to closely working with oral historians and archivists directly supporting the program, the Oral History Program Manager will strategically and collaboratively coordinate to achieve goals with other relevant Gates Archive teams including Donor Relations, Acquisitions, Description, Production, and Access.

Core Responsibilities:

To perform this job successfully, an individual must be able to perform each responsibility satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the core responsibilities.

- Manage end-to-end oral history program operational activities and initiatives with a goal of program optimization and integration with all relevant archive functions.
- Identify and develop recommendations for process improvements and innovations, including building efficiencies and/or strengthening intersections with other archive teams and initiatives.
- Develop, maintain, and ensure team adherence to all established program workflows, policies, and procedures.
- Ensure Oral History program roles and responsibilities are clearly defined and communicated to all staff.
- Coordinate with oral historians and archive leadership to develop and send interview communications, including initial invitations to the program. Oversee scheduling of preparatory meetings and interview sessions in collaboration with oral historians, archive staff, and interviewee support staff.
- Oversee and support day-of oral history interview execution in collaboration with oral historians, recording support team and archive staff, including all necessary communications and preparations.
- Following interview completion, oversee timely creation of all required program records (summaries, metadata, etc.), preparation of deliverables (transcripts, audio and/or video), and strategic prioritization of editing, description, and curation workflows. This will include the following activities:
 - Oversee review and editing of oral history transcripts in alignment with established style guide and SLAs.
 - Submit all necessary program records and deliverables for acquisition to the Gates Archive Oral History Collection in alignment with established SLAs.
 - Collaborate with the Description team to:
 - Support application of metadata to oral history content in alignment with established workflows and descriptive practices.
 - Recommend description priorities for oral history content to Archivist, Description and oversee contribution to processing activities as requested.
 - Collaborate with the Access team to:
 - Support fulfillment of information requests related to oral history in alignment with established business practices and preferences.
 - Oversee proactive and responsive curation of oral history content; recommend and contribute to curation priorities, including priority digital and physical exhibits.
- Lead out and conduct ongoing strategic analysis of the oral history collection in collaboration with Oral History staff to inform measurement and evaluation activities as well as ongoing prioritization for new interviews. Engage with Collection Development and Access tracks to gather input on planned interview priorities.

- Coordinate with external teams and relevant archive tracks on Oral History related activities (such as production of new deliverables that leverage oral history content) to communicate roles and responsibilities, align workflows and outputs with established standards and practices, and ensure in-scope administrative and collection content is transferred to the archive.
- Review invoices from contractors, conduct budget analysis, and create regular reports on program budget. Make recommendations for changes to forecast based on actuals and planned activities.
- Provide leadership based on advances in professional standards and emerging technologies in administering oral history programs; explore and propose new technologies and methods to meet program and archive needs in collaboration with Technology and Production teams.
- Prepare for, attend, and actively participate in recurring and ad hoc meetings with Oral History team members, Archive staff, and stakeholders.
- Maintain program statistics; track and report on status of oral history operational and project work.
- Build a culture of belonging across the organization in alignment with the organization's diversity, equity, and inclusion goals.
- Create other deliverables as requested.

Supervisory Responsibilities:

- May oversee daily work activities of employees, contract staff and/or vendors but does not directly manage employees.

Budget Responsibilities:

- May be asked to provide insight or collect information for budget activities.
- Assists in the development of the budget for Oral History. May oversee spend for these budget areas and will escalate any issues.

Skills and Abilities

- Must be able to work collegially and collaboratively and be committed to professional respect in the workplace.
- Proven ability to prioritize work, set goals and milestones, and meet multiple deadlines.
- Strong organizational and interpersonal skills.
- Demonstrated ability to communicate effectively, both verbally and in writing.
- Discretion and respect for the confidential nature of interviews and the unique setting of a private archive.
- Actively manage privacy preferences and confidentiality in alignment with established organizational policies and procedures.
- Demonstrated ability to learn new technical skills through research and self-study and experience applying information technologies to programmatic work.
- Proven ability to develop and maintain end-to-end workflows, procedure manuals, and guides to support the effective management of processes and content.
- Experience with digital asset management systems, preferred.
- Familiarity with Airtable, preferred.

Education and Experience:

Education:

- Degree or demonstrated experience in any of the following fields: Project Management, Humanities/History, Social Science, Communications, Journalism and Media, Library and Information Science, Production

Experience:

- 7+ years of relevant professional work experience in program management and/or archives, preferably working with oral history or similar types of interview programs in an archive, library, museum, or related industry.
- Experience working with production teams in the context of oral history or similar interview creation, preferred.
- Experience supporting descriptive workflows for oral history or similar types of interviews, preferred.
- Experience supporting access workflows including content curation and/or the interpretation and application of restrictions for access to and/or use of archival materials, preferred.
- Demonstrated experience with project management tools and methods.

Working Conditions:

- Work is done in a typical open office environment. This role routinely uses standard office equipment.
- The noise level in the work environment is usually low.

Physical Demands:

- Light work. This role may require exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Frequently required to stand; walk; sit; talk; hear; use hands/manual dexterity, and fingers to handle or touch/sense, and reach and stretch with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, night vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- May be required to climb or balance, crouch, squat, kneel, stoop or crawl.

Travel Requirements:

- Domestic travel as needed to engage with team members in business meetings.
- Ability to obtain and maintain international travel documents such as a US passport or other equivalent documents, preferred.

Expected Hours of Work:

- Work hours are typically weekday hours from 8-5, with occasional requirement to work evenings or weekends.

Each employee has the ability to make a significant contribution to the success of our organization. That contribution is not limited by the assigned responsibilities. Duties, responsibilities and activities may change at any time with or without notice. This position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to adjust the work identified or assigned. It is expected that each employee will offer his/her services wherever and whenever necessary to ensure overall success.