

Terence Gould

CONTACT INFORMATION

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CAREER HISTORY

Art UK, Peek House, 20 Eastcheap, London

Head of Digital Infrastructure

April 2021 - Present

- Lead on development of digital strategy for the organisation as relates to its digital infrastructure and systems.
- Line management of 1 Commercial Platforms Manager, to project manage development of infrastructure for e-commerce.
- Lead major technical projects undertaken by the organisation, working with multi-disciplinary teams, subject specialist advisers and suppliers to ensure successful delivery on time and within set budgets ranging from £10-£115K.
- Manage the organisations technical maintenance programme and budget.
- Management of technical suppliers engaged with development/maintenance of Art UK's systems e.g collections information system, DAMS, e-commerce and CRM.
- Additional responsibilities as described in Technology Manager summary (see below).

Technology Manager

November 2018 - Present

- Manage the organisations technical maintenance programme and budget.
- Management of technical suppliers engaged with development/maintenance of Art UK's systems e.g collections information system, DAMS, e-commerce and CRM.
- Using research, reports and analytics data to assess performance of systems and workflows, and to identify and quantify improvements to these for user experience and efficiency.
- Undertake research on latest developments, technologies and projects related to digital collections and report on opportunities for the organisation e.g IIIF, data harvesting, and [Towards a National Collection](#).
- Writing reports and delivering presentations on projects and departmental activity to the director, advisory panels and trustees.
- Providing technical training across teams, identifying and recommending development opportunities.

National Galleries Scotland, 75 Belford Road, Edinburgh

Content and Data Assistant

May 2016 - October 2018

- Managed the subject and collection taxonomies, interpretative data and Linked Open Data references within collections middleware system.
- Worked with digital analyst and content manager to create user stories and requirements specifications for website and middleware improvements.
- Worked with copyright officer to manage register of DACS licensed in-copyright artworks; updating documentation in DAMS as required.
- Audited data imports to collections middleware from Mimsy XG and DAMS, diagnosing errors and reporting to colleagues in relevant teams.
- Created and documented workflows and processes for the digital team, including for the management and storage of generated media assets.
- Contributed to multi-disciplinary working groups where the topic had a digital content and contributing to reports produced by these groups e.g Open Access Working Group.
- Supervised of digital volunteers and Skills for the Future trainees during placements with the digital team.

Digitisation Assistant

November 2014 - April 2016

- Prepared and ingested artwork records per month to digital asset management system, linking images to website and MIMSY XG database records. In this task I was expected to and always met a studio target of 1500 images per month.
- Photographed artworks and processed images using Capture One and Photoshop editors.
- Catalogued new artworks using MIMSY XG collections database.
- Updated and maintained project documentation, including record batch lists, user manuals, and process documentation.

Digital Volunteer

June 2014 - November 2014

- Imported artwork records and content to QI content management system, proofreading and querying possible errors.
- Processed, added, and updated venue, artist, exhibition and event information to the [GENERATION project website](#), liaising with partner museums to source content.
- Prepared batch lists for blanket copyright licenses using MIMSY XG and Microsoft Excel.

National Museums Scotland, Chambers Street, Edinburgh

Visitor Services Assistant

July 2011 - October 2014

- Provided excellent customer service as part of a large team by providing visitors with information about the location of facilities, exhibits, and answering questions about the collections.
- Researched, prepared, and delivered presentations and tours of exhibitions and objects for different audience types.
- Demonstrated working exhibits to a variety of visitor groups.
- Processed exhibition admissions, donations, and Gift Aid declarations, verifying information on database was correct.
- Produced sales reports using ticketing system and Microsoft Office Packages
- Supervised external agency staff during out of hours events.

EDUCATION

The University of St Andrews, St Andrews, Fife UK
2007-2012

BSc (Hons) [Internet Computer Science](#)

- Senior honours project: Ticketing over web service infrastructure:
Design of a CRM and ticketing system using a web service architecture, based upon case study undertaken in National Museums Scotland.
- Team software project: Cloud based Health Care Management System:
Design and implementation of a digital health records repository using PHP and MySQL, working within a team of five students. Additionally, the project involved working with outside teams on developing common standards for secure record exchange.
- Communication and teaching in science: Volunteered as a teaching assistant at the Waid Academy, Anstruther. This involved planning, preparation and delivery of engaging lesson content to an S3 and S5 class (age range 13-16).

Bo'ness Academy, Bo'ness, West Lothian UK

2001-2007

- 1 SQA Advanced Higher: Computing (A).
- Higher National Unit: Electronic Image Manipulation.
- 6 SQA Highers: Business Management (A), Computing (A), Physics (A), Mathematics (B), Accountancy and Finance (B) English(B).

TRAINING,
DEVELOPMENT,
AND
PROFESSIONAL
MEMBERSHIPS

National Galleries Scotland

SQA Customised Award: Collections Digitisation

The Web Design Academy

Web Accessibility Fundamentals: Understanding and Implementing Accessibility

Other

Social Media Analytics (Queensland University of Technology MOOC).
Introduction to Linked Data and the Semantic Web (University of Southampton MOOC).
Business Analysis: Essential Modelling Skills and Techniques (Udemy MOOC).
Management training for new managers (ACAS Training)

Professional Memberships

Open Data Institute
Museums Association
International Council of Museums

EMPLOYMENT
REFEREES

References available upon request