

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Research & Programmes Division

Post: Programmes Manager

Post No: NAM 212

Reports to: Head of Programmes

Job Role

The Programmes Manager plans, co-ordinates and delivers public events and activities for the National Army Museum and the annual Chelsea History Festival. Working as part of an agile and hands-on team, they ensure a high quality experience for both public audiences and Museum supporters. They design and deliver innovative projects which meet the needs of current audiences while also developing new ones, and encourage deeper engagement through the Museum's Membership scheme.

1. Job Description

The post-holder is responsible for:

Programming

- (a) Working with the Head of Programmes to plan, coordinate and deliver engaging public events and activities both physically and digitally, inspired by the Museum's narrative, galleries, collections and research.
- (b) Collaborating with colleagues across the Museum to ensure programming showcases the Museum's expertise and networks, and aligns with galleries, special exhibitions, anniversaries and other key moments.
- (c) Liaising with potential speakers and contributors, ensuring they receive high-quality and professional management from event initiation to completion.
- (d) Providing timely content for physical and digital channels, working with the Communications team to ensure that the Museum's website and social media contain up-to-date information.
- (e) Collating, producing and disseminating a calendar of upcoming activities for internal stakeholders and external audiences.
- (f) Undertaking research, monitoring and evaluating delivery, to continuously improve the quality of the Museum's offer.

Chelsea Heritage Quarter

- (g) Working with the Programmes team to deliver the Chelsea History Festival, the annual flagship event of the Chelsea Heritage Quarter, ensuring that key milestones are achieved throughout the year, and overseeing internal preparations and event delivery.
- (h) Collaborating with institutional partners to design the Chelsea History Festival programme, ensuring that the Museum's contributions are planned and scheduled appropriately, managed effectively, and delivered to the highest standards.
- (i) Working with colleagues internally and externally to establish and promote shared programming under the Chelsea Heritage Quarter brand.

Guided Tours

- (j) Overseeing the design, management and delivery of public and specialist guided tours, including an offer for key Army groups.

Membership

- (k) Planning, co-ordinating and delivering an annual programme of events for Members, ensuring co-ordination with the wider public offer.
- (l) Supporting the production of *Muster*, the Museum's magazine for Members.
- (m) Working with the Communications team to create engaging content for Members, encouraging recruitment and retention, including regular digital communications.

Operational

- (n) Engaging with the history of the Army and its people, developing knowledge and innovative ideas to connect audiences with this shared heritage.
- (o) Regular reporting on KPIs, budgets and other deliverables.
- (p) Contributing to the effective management of the CRM system, including GDPR compliance.

2. Resource Management

- (a) Responsible for the motivation, management and training of designated Museum staff, contractors and volunteers, exercising a proper duty of care over them.
- (b) Contributing to the management of delegated budgets, ensuring value for money.
- (c) Recruiting, managing and training departmental freelancers and volunteers.

3. Internal Relationships

- (a) Working closely with the Programmes team, and with other colleagues across the Museum, particularly: Research, Collections, Operations, and Communications teams.
- (b) Advocating for and representing adult/informal audiences in relation to learning, interpretation, access and audience development for major projects and exhibitions by working cross-departmentally.
- (c) Liaising with public-facing teams to ensure they are briefed about programme events and activities.

4. External Relationships and Partnerships

- (a) Managing relationships with the Museum's established network of Publishers, Historians and Academics, working closely with the Head of Programmes and Head of Commercial to bring forward programme suggestions and opportunities.
- (b) Supporting and maintaining a wide range of external relationships with regards to the development and operation of the Museum's programme, especially supporters, stakeholders, and other partners.
- (c) Forming strong working relationships with colleagues across the partner sites of the Chelsea Heritage Quarter.

5. Health & Safety

- (a) Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- (b) Undertaking risk assessments where appropriate.
- (c) The post-holder will be required to setup/breakdown the talk/ workshop spaces (e.g. lifting and moving chairs, tables, workshop materials, etc.)
- (d) Supporting and promoting the health and safety of visitors and participants in activities.

6. In addition, the post-holder is required to:

- (a) Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.

- (b) Ensure that the Museum's accounting and financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- (c) Play a full part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team.
- (d) Take due care to assess and manage risk, having regard to the Museum's Risk Management Policy; (Risk Management at the National Army Museum: Matrix of Risks).
- (e) Carry out their duties in accordance with the Museum's Equal Opportunities Policy.
- (f) Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other Museum property or services are held, or carried on, as and when necessary. UK and some foreign travel may be required. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage.
- (g) The post-holder will be based at the Museum in Chelsea.
- (h) Co-operate fully with the Management of the Museum in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership Team.
- (i) Participate in Museum committees, teams and working parties, as delegated by the Assistant Director (Research & Programmes) or Head of Programmes and represent the Museum on external committees, as required.
- (j) Participate as an active and responsible member of the Research & Programmes Division and contribute to the implementation of the Museum's policies, strategies, business and operational plans, ensuring they are delivered efficiently and resources are used appropriately.
- (k) Represent the Museum at agreed external events.
- (l) Support presentations to the National Army Museum Council (Trustees), the Senior Management team and members of staff as requested.

7. The appointment is permanent (subject to a six-month probation period), and pensionable, working 37 hours per week (net), 5 days out of 7. Flexible working arrangements are available. There is a requirement for the post-holder to be flexible to work outside of normal hours, e.g.: weekends and evenings as required to support the range of activity, and at peak times. The salary is £38,540pa inclusive. The post-holder is required to give a minimum of three months' notice in resigning.
8. The appointment will be subject to a security clearance.
9. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
10. The National Army Museum is an equal opportunities employer.

Justin Maciejewski
Director

National Army Museum
April 2024

Signature: Date: