



Transformation Manager (Projects)

Main Duties and Responsibilities:

The Transformation Manager (Projects) will lead on the museum's exhibition and gallery projects, and manage the schedule of permanent and temporary display updates, as part of the Transformation Plan. The post will manage a Digital Producer, as well as supervising freelancers and contractors, and acting as a project manager for internal project teams.

Role family: Content

Line Manager: Content Director

Band: B

Management / Supervision:

Digital Producer (Projects)

Exhibitions & Digital Freelancers

Co-ordination cross departmental exhibitions team

Overall purpose of the post:

- To manage the schedule of temporary exhibitions and the permanent gallery Transformation Plan, ensuring that projects are developed and delivered in line with agreed timeframes.
- To project-manage agreed exhibitions and gallery outputs with support from allocated project teams.
- To plan and manage budgets and resources for temporary exhibitions and permanent gallery updates.
- To control and manage changes to the exhibition and gallery content at the museum, including acting as first point of contact for colleagues relating to exhibition and gallery content.

Key Responsibilities:

Departmental Management:

- To lead, manage and develop the Projects Team, including setting and monitoring departmental and individual objectives and KPIs, and supporting professional development
- To lead on the development and implementation of project management approaches for exhibition and gallery outputs
- To identify, coordinate and lead inter-departmental project teams to deliver outcomes as agreed with the Director of Content

- To profile and manage the Projects Budget, identifying priorities for spend and opportunities for income generation
- To lead on the management of grant-funded projects or relevant elements of such projects
- To keep up to date with 'best practice', legislative standards and industry developments/ improvements, for example relating to exhibitions, galleries, interpretation, and co-led ways of working
- To lead the Projects Team (and project teams) to embed principles of co-creation and participation into exhibitions and gallery projects
- To proactively identify and develop relationships with organisations, partners and freelancers to support positive outcomes and the *Football Creates* strategy
- To act as Management Lead for the Programming Prospects Group, which assesses proposed temporary exhibitions and interventions

Temporary Exhibitions

- To manage the temporary exhibitions schedule, and to oversee delivery of this with the support of project teams
- To act as Project Manager for temporary exhibitions with the support of agreed project teams, ensuring that they are delivered in line with agreed schedules and outcomes, including developing and managing project schedules, leading project meetings, managing risk registers and spend
- To manage freelancers as required to deliver exhibition outputs
- To profile and manage exhibition budgets
- To manage exhibition installation, including developing install schedules and arranging support from relevant colleagues
- To identify opportunities to co-develop and deliver outcomes with external partners, and to lead on this where relevant
- To develop legacy plans for exhibitions and their content, and to collaborate with colleagues to deliver this

Permanent Galleries

- With the Director of Content, to develop a schedule of permanent gallery updates as part of the Transformation Project in line with *Football Creates* outcomes
- To project manage mid- to large-scale permanent gallery updates, including developing and managing project schedules, leading project meetings, managing risk registers and spend
- To profile and manage budgets for permanent gallery updates
- To act as first point of contact for feedback relating to exhibitions and permanent gallery content

Programme and Digital Content

- To work collaboratively with colleagues to support the development of programmes relating to temporary exhibitions and permanent gallery content, and to proactively identify opportunities for this
- To manage the Digital Producer to provide technical support for community and public programming and for collections projects, including live-streaming, filming and photography

- To proactively identify opportunities to develop and deliver digital content as part of temporary and permanent exhibitions and to lead on this where appropriate

Reporting and KPIs

- To work with colleagues to develop and implement an evaluation process for exhibitions and gallery content
- To lead on evaluation and data collection for exhibitions and gallery content

Income Generation

- To support colleagues to identify and develop opportunities for income generation related to the temporary exhibitions and permanent gallery updates
- To support the Director of Content and Fundraising Manager to identify and develop grant applications to support temporary exhibitions and permanent gallery updates
- To support the Commercial Team to identify potential sponsors and stakeholders to support temporary exhibitions and permanent gallery updates, and to build and maintain relationships to support income generation
- To support the team to achieve departmental income targets as identified in the annual budget

Other:

- To oversee copyright and IP for exhibition and gallery content
- To work with the Marketing Team to ensure that exhibitions and gallery outputs are promoted and celebrated through digital channels
- To embed environmental responsibility into all aspects of departmental work, being proactive to identify opportunities to reduce carbon footprint and to engage visitors in related topics
- To proactively identify opportunities for personal development, and take part in training and skills development as offered by the organisation
- To support colleagues to develop skills in managing and delivering exhibitions and gallery projects
- To take positive action to promote Equal Opportunities and diversity in all aspects of the work of the NFM
- To agree to abide by NFM policies, such as health and safety, child protection etc.
- Any other duties consistent with the level of the post

KPIs:

- Audience data and feedback
- MCC KPIs
- NPO reports

Health and Safety Responsibility:

- Employee
- Head of Dept.
- Freelancers and contractors

Qualifications and Experience

Essential Knowledge, Skills and Experience:

- Experience of managing exhibition or gallery programmes, or similar, ensuring that multiple outputs are achieved within agreed timeframes and budgets
- Experience of managing teams to deliver projects, ensuring that agreed targets and outputs are achieved
- Experience of using project management to develop and deliver outputs
- Experience of collecting and recording data, and using this to evaluate projects and programmes as part of a reporting process
- Experience of working with Audience Development Strategies to guide priorities and support the development of content and related projects
- Experience of recruiting and managing freelancers
- Experience of managing budgets
- Knowledge of current challenges and opportunities in the museums and cultural sector, and of best practice in developing and delivering creative programmes
- Understanding of digital programmes and media, and ability to manage a Digital Producer to use a range of digital approaches

Desirable Knowledge, Skills and Experience:

- Experience of developing gallery and interpretation strategies
- Experience of delivering externally funded projects, and an understanding of the requirements for delivery and reporting
- Experience of working with digital design packages (e.g. 3D design)
- Experience of working with digital technologies (e.g. photography, film, digital illustration, sound recording)
- Knowledge of football heritage and culture

Essential Qualities and Abilities:

- Ability to build effective relationships to support the delivery of cross-departmental outcomes, and to lead project teams to do this
- Ability to work independently, and to be proactive in developing ideas and projects
- Ability to work effectively as part of a team to deliver agreed outcomes
- Ability to work flexibly to produce high quality outputs for communities and visitors
- Good verbal and written communication skills, and experience of communicating with a range of audiences
- Able to remain calm under pressure and to prioritise and meet deadlines
- Excellent time management and problem-solving skills