



Job Description

Job Title:	Public Programme Manager
Reports to:	Director of Heritage
Direct reports:	Community Engagement Officer (FT); Volunteer Coordinator (PT); Learning Assistants (Casual)
Directorate:	Heritage
Position Type:	Permanent, full-time
Pay	£27-30k depending on experience

Role Summary

The Public Programme Manager is a brand-new post at PSVT. You will lead the planning, development, delivery and evaluation of a high quality and inclusive programme of exhibitions, activities, workshops, and events – indoors, outdoors, and on-line - to engage existing and new audiences in meaningful cultural experiences that unlock PSVT’s vision, collections and heritage assets, and story. As Public Programme Manager, you will line manage the Volunteer Coordinator, Community Engagement Officer, Learning Assistants, and volunteers. You will also work alongside the Heritage Manager, Marketing & Communications Manager, and Inclusive Heritage Associate (seconded from the University of Manchester as part of a Knowledge Transfer Partnership).

This post is coming at an important and exciting time for PSVT and Port Sunlight. We are forging ahead with plans for a new museum concept which will transform our visitor attractions, progressing World Heritage ambitions, openly exploring the village’s colonial links, working to diversify our audiences and workforce, and considering a new model for meaningful community involvement. As Public Programme Manager, you will contribute to all these areas of our work.

You will be creative, people-focussed, an excellent project manager, and passionate about the difference museums and heritage can make to people’s lives.

The Public Programme Manager post sits within the Heritage Directorate. The Heritage Directorate promotes Port Sunlight’s heritage and collections through public programming and works to ensure their long-term care and protection, generates income through the visitor experience and other commercial and fundraising activity, and supports residents and local businesses to foster community spirit and cohesion.

Key Accountabilities

1. Lead the development and delivery of a programme of permanent and temporary exhibitions.
2. Be responsible for the maintenance and repair of all exhibitions, working with the Visitor Team and other colleagues to deal with issues efficiently and effectively.
3. Develop participatory educational and cultural activities to enhance the exhibitions programme, from talks and tours to courses and workshops, and engage adults, families, young people, community groups, and visitors.
4. Lead the development and delivery of PSVT’s learning programmes, both formal and informal, working with PSVT’s Learning Assistants.
5. Ensure learning policies and procedures are upheld and that learning opportunities underpin all of PSVT’s public programmes.

6. Work with the Community Engagement Officer to support the health and cultural wellbeing of the local community by encouraging and facilitating community led initiatives, creating and promoting dedicated events and activities, and maintaining appropriate spaces for meaningful community engagement.
7. Work with the Volunteer Coordinator to develop and deliver PSVT's volunteer strategy. Support line managers to uphold policies and procedures, identify volunteering needs, recruit effectively, set and meet expectations, and deliver equitable experiences for all.
8. Strive to ensure all public programmes meet the needs and interests of target audiences through ongoing research and evaluation.
9. Work with designers, artists, creative practitioners, freelance contractors, experts, and partners in the development and delivery of public programmes.
10. Ensure the public programmes are adequately resourced and well-managed in terms of budget, staffing, and volunteers, as well as meeting health & safety requirements.
11. Develop KPIs to monitor performance, identify and manage risks and mitigating actions, and report on activity when necessary.
12. Identify sources of grant-funding to support the costs of delivering the public programme and work with colleagues to prepare funding applications.
13. Support the development of a Stage 1 application to the National Lottery Heritage Fund for PSVT's new Visitor Hub concept and site-wide interpretive masterplan working with the Director of Heritage and external consultants.
14. Work with the Heritage Manager to ensure PSVT's public programmes are underpinned by robust historical research and increase access to PSVT's collections, archives, and heritage assets.
15. Work with the Inclusive Heritage Associate to explore Lever Brothers colonialist enterprises and their legacies in our museum and public spaces.
16. Work with the Marketing & Communications Manager to ensure you have access to up-to-date intelligence concerning existing and new audiences and promote PSVT's public programmes effectively.
17. Ensure the public programme is underpinned by robust record-keeping to support succession planning and the development of the village archive.
18. Line manage the Community Engagement Officer, Volunteer Coordinator, and Learning Assistants in line with PSVT's HR policies and procedures.
19. Carry out duties in a manner that always reflects PSVT's values.
20. Undertake any further duties determined as reasonable and necessary in the fulfilment of the role.

Person Specification

Experience, skills, qualifications, and attributes:

- A minimum of 3 years' experience developing and delivering public programmes in a museum, heritage attraction or similar setting.
- Knowledge of audience development and audience engagement.
- Excellent organisational and project management skills.
- A confident communicator, both written and verbal.
- Excellent interpersonal skills with ability to work effectively with others.
- Highly motivated, self-driven, and works well independently.
- Demonstrable experience of procuring work externally.
- Demonstrable experience of building partnerships and working with stakeholders.
- Broad understanding of Port Sunlight's history, heritage and significance.
- High level of computer literacy.

Port Sunlight Village Trust Competencies

Customer Focus - Through provision of excellent customer service, ensures the Customer is at the heart of everything we do.

Team Work- Works collaboratively across the organisation to achieve PSVT's goals and objectives.

Making things happen Has a can – do attitude to the role and identifies solutions to maximise performance in a timely manner.

Role Model – represents PSVT at all times, and acts in manner that is professional, courteous and helpful

Port Sunlight Village Trust Values

- **Integrity:** You can trust us to do what we say
- **Respect:** We value diversity and treat everyone fairly
- **Knowledge:** We are always learning and improving
- **Passion:** We really care about both the past and future of Port Sunlight
- **Creativity:** We are problem-solvers and openly share our ideas through partnership working
- **Participation:** We put the community at the heart of everything we do

PSVT is committed to ensuring that applicants for all paid and voluntary positions are provided with equity of opportunity. We encourage applications from all interested individuals, regardless of age, disability, sex, gender reassignment, sexual orientation, offending background, pregnancy and maternity, race, religion or belief, and marriage and civil partnerships. We are also determined to ensure our recruitment processes are fully accessible and that all reasonable adjustments are made to enable individuals to carry out their roles effectively.

PSVT is in the process of finalising a new hybrid working policy, and requests for flexible working arrangements are considered on a case-by-case basis.

Standard Checks (as applicable to role)	
Right to Work in UK	Yes
DBS (Standard CRB Check)	Yes
DVLA	No
Qualification	No
Employment History / References	Yes