



JOB DESCRIPTION

Job title:	V&A East - Client Project Manager
Division:	Directorate (with a dotted line to Design and FuturePlan division)
Department/Section:	As above
Salary:	Circa £42,000 per annum
Reporting to:	V&A East - Project Director
Direct reports:	V&A East - Project Coordinator

V&A East: Vision

The V&A stands ready to develop a major new presence over two sites within Stratford's Queen Elizabeth Olympic Park, London, as part of the Cultural and Educational District (CED), at the heart of the largest urban regeneration project in Europe. Co-ordinated by the London Legacy Development Corporation, the CED will see the V&A located alongside UCL, Sadlers Wells and UAL's London College of Fashion, between the Olympic Park and the new International Quarter, and within the already vibrant and diverse creative community of East London. The development will dramatically increase access to the V&A's world-class collections, and allow the museum to reach new audiences through an expanded programme of exhibitions, activities and events, driven by a founding mission to inspire and empower the next generation in their creative and cultural lives

At Stratford Waterfront, a new circa 6,000m² museum will host major exhibitions in one of London's largest dedicated new gallery spaces, alongside permanent displays from the V&A's collections of art, design and performance, and a dynamic programme co-curated with the Smithsonian Institution; bringing two of the world's leading museums together and uniting their expertise in arts, sciences, and humanities in displays that dissect the defining issues of our time. Currently at RIBA Stage 3 and designed by award-winning architects O'Donnell & Tuomey, the building will include spaces to eat, learn, socialise, play and shop, interacting with its neighbouring institutions including Sadler's Wells and UAL London College of Fashion.

15-minutes' walk across the park, a new 16,500m² home will be created at Here East for the V&A's reserve collections. The V&A East Collection and Research Centre will provide unprecedented access to a vast array of objects, bringing national collections together with makers, students, researchers and creative practitioners of all kinds for study, research, conservation and inspiration. Envisaged as a new sourcebook for the creative industries, the Collection and Research Centre will include spaces for conservation science, learning, displays and residencies. An OJEU notice is currently live, published on 22 January, to find an architect to create the new centre, the successful practice will be appointed in May 2018.

V&A East Team

The Project Director will be responsible for delivering the project brief to the budget and programme. Leading and managing the in-house team and external project specialists, to ensure both the V&A East museum on Stratford Waterfront and the V&A East Collection and Research Centre at Here East, are fully integrated and delivered effectively to the highest standard.

The Curatorial team is led by a Chief Curator, and is responsible for developing the vision for the curatorial direction, visitor experience and public programme across both V&A East sites. The programming will include major international exhibitions, responsive, creative practitioner-led projects, installations, workshops, concerts and more.

The Business Planning and Programming Manager is responsible for developing an operational plan for how the new visitor experience can be delivered across both the Waterfront and Here East sites. This plan will encompass financial forecasting, staffing requirements and methods of delivery inspired by elsewhere in the sector and beyond.

It is intended that there will be two Client Project Managers for V&A East, one responsible for the development of the design of the V&A East museum on Stratford Waterfront, the other responsible for the development of the design for the V&A East Collection and Research Centre at Here East, plus two Project Coordinators. Client project Managers and Coordinators will undertake cross museum consultation, with input from the Project Director, the Business Planning and Programming Manager, to deliver buildings that meet the ambitions and objectives of V&A East.

Purpose of the job

The Client Project Manager (CPM) is a key member of the V&A East Project Team and will work in close partnership with and report into the Project Director. The CPM will have day to day responsibility for liaising with the project and design teams and all V&A project stakeholders. This is a wide-ranging role, holding responsibility for a number of work streams within the delivery of the project.

The Client Project Manager will plan, communicate and project manage the delivery of Museum operations. For the Waterfront, this will include coordinating the base-build (managed by LLDC) and managing the construction fit-out alongside museum and gallery installations. For Here East, the CPM will manage and coordinate the fit-out, and work with the Blythe House decant team to plan the installation of objects and archive.

The CPM is responsible for the cohesion of client-side feedback to the appointed design team, managing internal stakeholders to achieve timely and constructive decision making in relation to the project, design, fit-out, installation and move processes. They will need to manage and maintain a register of client-side risk and develop a communications plan for the project with the Project Director. This will involve strategies for

achieving buy-in for the project from all museum stakeholders. The post holder will work closely with colleagues across the museum to plan and implement new operational procedures for the projects.

Key responsibilities

1. Responsible for the cohesion of client-side requirements and feedback to the appointed design team. Liaising with and managing internal stakeholders to achieve timely and constructive decision making in relation to the project, design, fit-out, installation and move processes.
2. Assist the Project Director in developing, reviewing and clearly communicating the briefs, programme and budget for any fit out projects, ensuring that they are delivered within agreed parameters.
3. Oversee and manage the delivery of those fit-out projects, and any associated moves and operational requirements of those fit out projects - on time and to budget. Work closely with the Project Director, any appointed construction project manager, curatorial teams, the client liaison team and the external design team to plan and deliver the fit-out works. Ensure that the completed works meet the needs of the museum as defined by the agreed user brief.
4. Scope, develop, plan and oversee the successful delivery of the programme of works including, in the Here East role, identifying the impacts of the construction project on the Blythe House decant, developing and delivering appropriate solutions for each impact.
5. Be accountable for the overall success of any impact projects, either by leading the delivery of the work or delegating this to internal project teams and overseeing its successful progress.
6. Create a communications plan that enables the support and contributions of internal and external project stakeholders, and that keeps the wider museum well informed on progress.
7. Contribute to the regular project reporting systems, including the V&A East Steering Group, FuturePlan Steering Group and V&A East Trustees' Committee, as required.
8. Assist the Project Director in developing the scope, and then lead and deliver any dependent Projects.
9. Be committed to health and safety and ensure familiarity with all of the museum's health and safety policies and procedures.
10. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.
11. Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises.
12. Carry out ad hoc duties as requested by appropriate reporting officer.

PERSON SPECIFICATION

Essential criteria

1. Experience and excellent track record in delivering wide reaching and complex cross organisational projects from inception to post completion, ideally in the museum or cultural sector on time and to the agreed budget.
2. Significant experience of client and consultant liaison through successful delivery of projects.
3. Experience of working on large complex construction projects and of successfully project managing capital works to tight deadlines and budgets.
4. Proven leadership skills and an ability to lead a team whilst being inclusive.
5. Experience of managing and/or influencing multi-disciplinary teams of consultants, experts and ideally museum professionals.
6. Outstanding communication and interpersonal skills able to successfully communicate, influence and negotiate with a variety of audiences.
7. Able to successfully influence and negotiate with a wide range of stakeholders to senior management level, taking on board conflicting priorities and complex detail.
8. Effective problem solver, able to work with and interpret complex detail but with an ability to view problems holistically and make strategic decisions based on the bigger picture.
9. Strong organisational and resource management skills, with ability to set and manage budgets and ensure that expenditure targets are met.
10. Very good understanding of design, the design process, and roles within the Design Team.
11. Degree level education or equivalent experience.

Desirable criteria

1. Postgraduate qualification in a related area or equivalent experience, and/or project management qualification (e.g. Prince 2 or APM).
2. Communications strategy experience.
3. In depth knowledge of museums and their operations, business or commercial experience and skills.

OTHER INFORMATION

Hours/Salary:

Net working hours (i.e. excluding meal breaks) are 36 per week.

The salary for this role will be Circa £42,000 per annum. Salaries are reviewed on an annual basis.

Annual leave:

28 days plus 8 days public holidays

Pension benefits:

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits:

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Application process:

Please apply online via the V&A's website at www.vam.ac.uk/jobs

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Closing date for receipt of applications is 10.00am Monday 9th April 2018

Interview expenses will not be paid unless there is a prior agreement.