

<b>Job Title</b>	Transforming Our Welcome Programme Manager
<b>Reports to</b>	Head of Finance, Business & Operations
<b>Responsible for:</b>	Freelance contractors and professional service providers, particularly in relation to capital works
<b>Location:</b>	Turner Contemporary, Margate, Kent, UK, with options for some hybrid remote working by mutual agreement
<b>Contract:</b>	Fixed-Term, part-time (up to 4 days per week)
<b>Salary:</b>	£40,000 per annum (FTE to be adjusted pro rata)
<b>Hours</b>	Up to 30 hours per week
<b>Duration:</b>	Up to 2 years

#### **Staff Benefits**

- 33 days holiday (including Public Holidays)
- Pension scheme
- Employee Assistance Programme
- Access to the Bike2Work scheme
- Access to on-site staff car parking
- Discount at the shop and on-site cafe
- Free flu jabs
- Company sick pay
- Enhanced Maternity and Paternity leave schemes

Turner Contemporary is at an exciting yet critical juncture. We believe in the power of art to transform people, places, and lives. Since opening in 2011, we have established ourselves as one of the UK's leading art galleries and have been a catalyst for the regeneration of Margate, welcoming over 4 million visitors and putting over £80m back into the Kent economy. Located in an award-winning building designed by David Chipperfield Architects, our programme of world-class events, free exhibitions of historical and contemporary art and innovative learning focus have earned the gallery a stellar international reputation. We are committed to offering an outstanding experience for our visitors, both online and in the gallery.

With the recent appointment of Clarrie Wallis as Director and Matthew Slotover as Chair, we are embarking on a new programme, Transforming Our Welcome, to improve audience experiences, deepen relationships with them, and encourage increased levels and rates of secondary spend.

## **Transforming Our Welcome**

Running over two years, this programme of works will start by mapping improvements to experiences and journeys for everyone who engages with Turner Contemporary. Together, we will define and implement journeys for visits in person and online, participants, customers, clients and donors as well as staff, trustees and volunteers. To deepen relationships with audiences, we will deliver new or enhanced digital systems. The programme will contribute considerably to achieving sustainable income generation while providing enhanced experiences for everyone who interacts with us.

The programme comprises of three workstreams, each delivered by colleagues in the organisation. This role holds responsibility for the delivery of workstream 1: Audience Experience and for coordinating work on workstreams 2 and 3, ensuring that all three workstreams remain on track and are delivered successfully.

### *1. Audience Experience*

This Transforming Our Welcome Programme Manager will lead in delivering improvements to visitor facilities such as capital works to transform the gallery's outdoor terrace space, implement a new ground floor information desk, install digital visitor check-in stations, reconfigure the shop, refresh facilities in the Clore Learning Studio, and update facilities and equipment used for venue hire and events. Scoping and defining of these will be done in close collaboration with key colleagues across the organisation.

The Head of Marketing and Communications will lead work to further improve visitor welcome through better messaging and wayfinding in line with brand and audience strategies.

### *2. Digital Systems and Strategy*

This role will support the Bloomberg Tech Fellow and Digital Project Manager in defining a three-year digital strategy and plan a roll-out of this. This will include delivery of integrations across newly procured CRM, ticketing, finance, retail and audience engagement systems that improve efficiency of data management, tracking and reporting, to ensure that digital systems are successfully embedded and effectively utilised across the organisation.

They will also support the Head of Marketing and Communications to launch a redesign of our website and online shop, develop a new digital content strategy, and enhance the digital experience in the gallery. This project will also define and implement a brand and reputation monitoring platform to track Turner Contemporary's share of voice and brand presence compared to peer galleries.

### *3. Growing our Highest Potential Income Streams*

Building on a previous pilot project (2022), the role will support the Retail and Operations teams to embed Turner Contemporary Editions, the gallery's limited-edition artworks business. Work will comprise researching and securing a pipeline of artists, as well as refining business processes for delivering editions, including contracting, production, promotion, marketing, sales and fulfilment.

The role will support retail and operations to define ambitions for growth of e-commerce and

develop a work plan to implement this. Work will include migration to a new Point of Sale system.

The role will support the marketing and events team to develop, implement, and evaluate pilot offers for corporate and group audiences. These will align with our organisational values with the aim of embedding new offers in 2025/26. Work will include market research to benchmark against other comparable offers, as well as to explore the potential of special ticketed events.

### **Purpose of the Job**

The postholder will work across the organisation to ensure that projects making up the programme are delivered on time, to budget and with the desired impacts. You will be the go-to person for everything involved in the programme's organisation and timeline. You will also take the lead on the project to commission and procure capital works, fittings and equipment. You will also maintain overview of the programme's budget, working closely with workstream budget holders and the Head of Finance, Business and Operations.

Duties will include developing detailed plans for each project, working with colleagues where appropriate. You will define project interdependencies to ensure alignment with wider organisational plans. Working with colleagues, you will appoint suppliers and third parties, in line with procurement procedures, track availability and allocation of budget and resources, and ensuring the Transforming Our Welcome programme is delivered on time and achieves the desired impact. To do this, you will also establish and maintain on-going monitoring and evaluation of the programme.

### **Main Duties**

- Create and maintain comprehensive project documentation for the Transforming Our Welcome programme
- Develop project scopes and objectives, working closely with colleagues responsible for delivering each workstream, to ensure all projects are scoped in detail, involve all stakeholders, and are feasible
- Assess and track the allocation of resources for each project, including budgets
- Use appropriate change management processes to discuss and co-develop plans with staff across the organisation, ensuring buy-in particularly from those who are impacted by changes, track and address changes in project scope, schedule and costs, and communicate implications of changes promptly and clearly to the Leadership team
- Develop a risk register and identify, log and communicate project risks, and how they will be mitigated or minimised
- Ensure effective communication throughout the programme lifecycle. Deliver regular programme reports to stakeholder teams escalating any issues or risks in a timely way
- Deliver progress reports to the Strategic Leadership Team and feed into reports to Trustees, as required
- Conduct and manage appropriate procurement processes to secure resources or services, as required

- Establish and maintain positive working relationships with colleagues, third parties and suppliers
- Ensure that all projects are delivered on-time, and within scope and budget, aligning with the organisation's masterplan timelines, objectives and budgets

## **Requirements and skills**

### **Essential**

- Proven work experience as a project manager, with demonstrable experience of managing multiple tasks or workstreams
- Experience of delivering projects with a capital component
- A collaborative team leadership style with a problem-solving attitude
- The ability to identify, address and positively resolve differences between individuals or interest groups
- Experience in working with stakeholders and colleagues at all levels of seniority
- Excellent written and verbal communication skills
- Solid organisational skills including attention to detail and multi-tasking skills
- Ability to build and maintain an inclusive working environment that embraces diversity and champions equity and equality

### **Desirable**

- Solid understanding or hands-on experience of working in the arts and culture sector
- Good working knowledge of project management software tools
- Project management certification such as Prince2, PMP or Agile a plus